

# **Michigan's Senior Transportation Network**



## **An Analysis of Transportation Services for Older Adults in Michigan**

**State of Michigan  
Office of Services to the Aging  
Sharon L. Gire, Director  
November, 2005**

## *The 5 A's of Senior Friendly Transportation*

<i>Availability:</i>	<i>Transportation exists and is available when needed (e.g., transportation is at hand, evenings, and/or weekends).</i>
<b>Accessibility:</b>	Transportation can be reached and used (e.g., bus stairs can be negotiated; bus seats are high enough; van comes to the door; bus stops is reachable).
<b>Acceptability:</b>	Deals with standards relating to conditions such as cleanliness (e.g., the bus is not dirty); safety (e.g., bus stops are located in safe areas); and user friendliness (e.g., transit operators are courteous and helpful).
<b>Affordability:</b>	Deals with costs (e.g., fees are affordable; fees are comparable to or less than driving a car; vouchers or coupons help defray out-of-pocket expenses).
<b>Adaptability:</b>	Transportation can be modified or adjusted to meet special needs (e.g., wheelchair can be accommodated; trip chaining is possible).

No one shall be excluded from participation in any service or activity because of race, age, sex, national origin, or disability, in compliance with Title VII of the Civil Rights Act of 1964.

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## Acknowledgements

The purpose of this report is to analyze Michigan's transportation network for older adults, to inventory what we have and determine where there are gaps. United Cerebral Palsy of Michigan, funded through a contract from the Michigan Office of Services to the Aging, Department of Community Health, prepared this report. Work commenced on this project in July 2004 and it was completed in February 2005.

This report is made possible by more people than can be named here. We would like to especially thank the Michigan Department of Transportation for its assistance throughout the project, including data and guidance. We would also like to thank the Area Agencies on Aging, Commissions and Councils on Aging, public transit agencies and many others that contributed their knowledge. Their willingness to share their expertise is what made this report possible.

### **About United Cerebral Palsy of Michigan:**

United Cerebral Palsy of Michigan is a disability advocacy organization that provides policy advocacy and information, referral and educational services on behalf of people with cerebral palsy and other disabilities. The mission of United Cerebral Palsy of Michigan is to promote the independence, productivity and full citizenship of people with cerebral palsy and other disabilities.

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### **About Michigan Office of Services to the Aging:**

The mission of the Michigan Office of Services to the Aging is to promote independence and enhance the dignity of Michigan's older persons and their families through advocacy, leadership, and innovation with efficient and effective policies, programs and services.

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Forward

### **Limitations of this Study**

This study was conducted on a limited budget over a short time frame in 2004/2005. As a result, we cannot claim that every transportation provider in Michigan has been inventoried and that all transportation funding sources have been uncovered. This report provides a snapshot of Michigan's senior transportation network in 2004 and provides as much detail as possible. All missed data and inaccuracies are not an attempt to downplay or exclude certain providers or regions, but are reflective of the limited nature of this report.

However, we welcome all suggestions and corrections. If you know of a transportation provider we missed, have accurate financial or ridership information not portrayed in the report, or have any other substantial edits, we encourage you to send them to:

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Your input will ensure the continued quality of the report and make it more valuable for all readers.

### **Presentation of the Data**

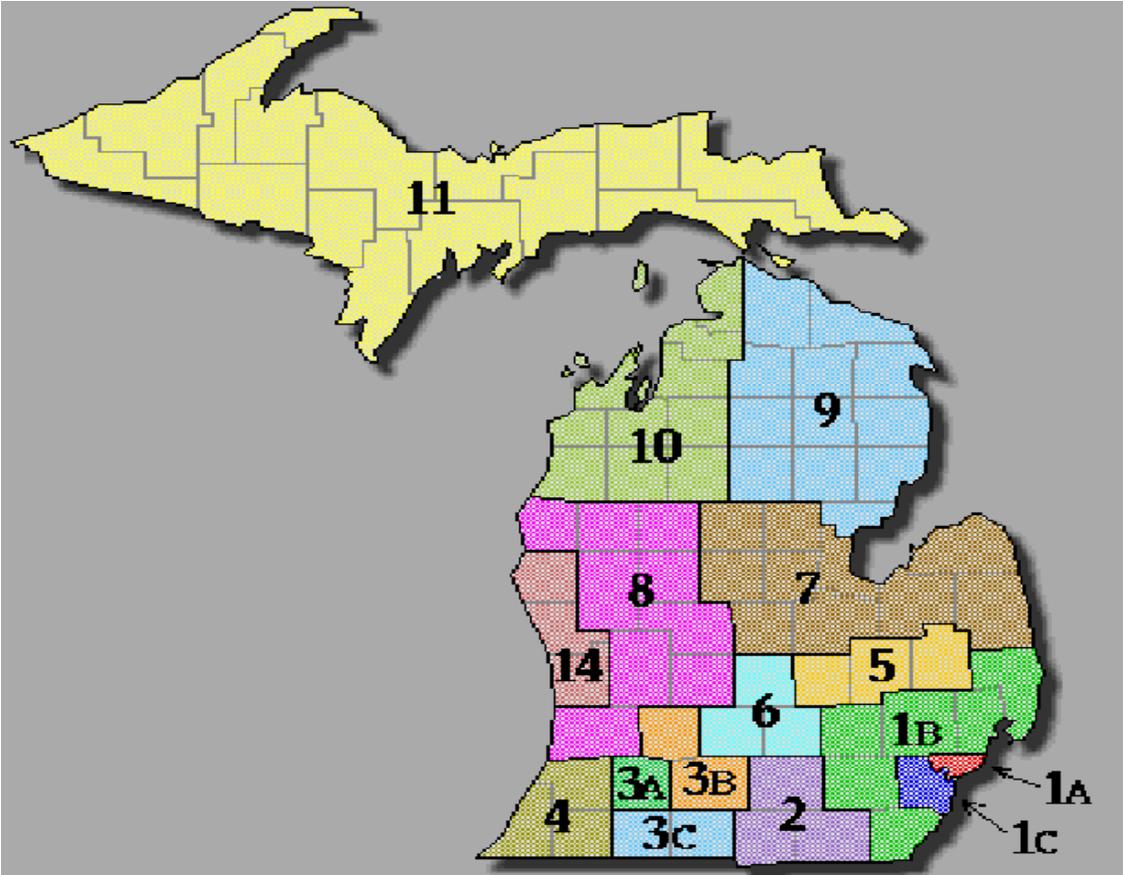
The data tables are meant to give a brief overview of the agencies providing transportation in each region. The data is as thorough as possible given the scope of the report, but there may be additional funding sources of which we were unaware, as well as data about the numbers of rides provided with that funding.

All data is from 2003, unless otherwise indicated.

### **About Area Agency on Aging Regions**

The report breaks Michigan into 16 geographic regions, consistent with Michigan's 16 Area Agencies on Aging (Figure 1). Michigan's statewide network of Area Agencies on Aging serves hundreds of thousands of older adults and persons with disabilities each year - providing information, assistance and access to services that help people lead lives of independence at home in their communities. A full list of Area Agencies on Aging can be found in Appendix 1.

Figure 1: Michigan's Area Agencies on Aging



Source: Area Agencies on Aging Association of Michigan

# Terms and Abbreviations

## General Terms and Abbreviations

### Capital Funding

Funding used for acquisition of new buildings and equipment, such as a new bus or a new bus transfer center.

### Council/Commission on Aging (COA)

Councils and Commissions on Aging are agencies that provide services to seniors residing within a geographic region. They generally are created through a governmental authority such as a county commission. Many councils and commissions provide senior transportation among the services they offer.

### Demand Response:

Transportation that delivers passengers directly from their door to their destination. Generally requires making a reservation a day or more ahead.

### Dial-A-Ride (DAR):

Same-day call-ahead transportation service. Most DARs operate in small communities and have a one-hour call-ahead requirement.

### Line Haul:

Buses that follow fixed routes and specific time schedules.

### Non-Emergency Medical Transportation (NEMT):

Transportation to and from scheduled hospital visits, doctors' offices and other medically related appointments. NEMT is usually provided through a form of demand response transportation or through volunteer transportation.

### Operational Funding

Funding that goes towards the day-to-day operation of a transportation system, such as funding for drivers' wages and fuel.

### Out-County:

The rural areas of a county, generally on the outskirts. As opposed to "out-of-county," which refers to transportation to a location outside of the county.

### Paratransit:

Transportation service, usually door to door in vans, or small buses as an adjunct to line haul bus service, specifically for people who cannot access the bus system because of a mobility impairment or other reason. Federal law (the Americans with Disabilities Act) requires that paratransit service be available  $\frac{3}{4}$  mile beyond all line haul bus routes.

**Public Transit:**

Public transit refers to the transportation services provided by Michigan’s public transit agencies, funded by the Michigan Department of Transportation under Act 51.

**Public Transportation:**

Public transportation is defined as any transportation service provided using public funds. It includes transportation provided by human service organizations and volunteer transportation services as well as public transit service.

**Retired and Senior Volunteer Program (RSVP)**

The Retired Senior Volunteer Program (RSVP) provides the opportunity for any man or woman over the age of 55 years of age and older to serve their communities. One of the services some RSVP volunteers provide is transportation for seniors.

**Volunteer Transportation:**

Transportation service provided by a volunteer driver. The volunteer usually uses his or her own car and is reimbursed at a specific rate for expenses. However, volunteers may also use agency vehicles to provide transportation.

**Transportation Providers Table - Column Headings**

**Funding:**

The total transportation funding for each agency included in this report, except for Federal capital funding for public transportation, which can fluctuate greatly from year to year and would distort the results.

**Sources:**

The sources of the funding listed in the report. Abbreviations are used in the table. The key to abbreviations can be found below each table, and a more detailed description of the funding sources can be found below in: *Transportation Providers Table – Source Column Abbreviations*.

**Rides:**

The total number of one-way trips taken on the agency’s transportation system.

**Senior Rides:**

The total number of one-way trips taken on the agency’s transportation system by seniors.

**Contact Number:**

A number where the agency can be contacted.

**Contact Name:**

Someone at the agency who can answer questions about the senior transportation services the agency provides.

## **Transportation Providers Table – Source Column Description**

**AAA (Area Agency on Aging):**

Federal funds from the Office of Services to the Aging, distributed by regional Area Agencies on Aging.

**Act 51:**

Funds distributed by the Michigan Department of Transportation through its public transit programs, excluding Specialized Services funding.

**CI (Contract):**

Funds obtained by contracts with other agencies to transport their clients.

**CDBG (Community Development Block Grants):**

Grants from the Federal government for community development.

**CT (Community Transit):**

Transportation systems in the SMART service area that are part of the SMART system and receive funds through SMART's community partnership program (See Part VI: Sections 1B and 1C for more details).

**LF (Local Foundation):**

Funds received from a local foundation and/or United Way to provide transportation service.

**OCT (Out of service area Community Transit):**

Transportation systems in the SMART service area that are not part of the SMART system, but still receive state funds through SMART to provide transportation (See Part VI: Sections 1A, 1B and 1C for more details).

**SM (Senior Millage):**

Funds generated through a local senior millage that are used to provide transportation services.

**SS (Specialized Services):**

Funds obtained through the Michigan Department of Transportation's Specialized Services program, which provides transportation services specifically for seniors and people with disabilities.

**TM (Transit Millage):**

Funds obtained through a local transit millage, used to fund the local public transit service.

## **Transportation Providers Table – Trip Type Column Descriptions:**

### CI (Client):

Transportation for clients of the program only.

### CT (Community Transit):

Transportation services in the SMART service area that receive funding from SMART to provide local transportation; generally but not exclusively for people with disabilities and seniors.

### DS (Direct Service):

Transportation provided through Area Agency on Aging contracts with home help providers.

### NEMT (Non-Emergency Medical Transportation):

Transportation services for non-emergency medical purposes, such as trips to doctors' offices, hospitals and pharmacies.

### PT (Public Transit):

Public transit services available to the entire community for any purpose.

### SC (Senior Center):

Transportation provided through a senior center, generally for senior center activities and, sometimes, errands.

### SS (Specialized Services):

Transportation services primarily for people with disabilities and seniors, funded through the Michigan Department of Transportation's Specialized Services program.

### ST (Senior Transportation):

Transportation services that are only for seniors, generally for medical and errand transportation.

### V (Volunteer):

Transportation services that use volunteer drivers to provide at least a part of their transportation services.

## **County Ridership Statistics Table – Column Headings**

### **DHS Funding:**

The Michigan Department of Human Services funds an array of transportation programs for its clients, including Medicare transportation. This column lists the total amount of funds spent on transportation for each county.

### **Total Funding:**

Total funding of each transportation agency in the county, excluding Federal capital funds, plus the DHS transportation funding for the county.

### **Funding/Person:**

Total funding divided by the total population of the county.

### **Total Rides:**

Total number of one-way rides given by the transportation agencies in the county.

### **Senior Rides:**

Total number of one-way rides taken by seniors in the county.

### **Senior Rides % of total Rides:**

Divides the number of senior rides by the total rides to determine the percentage of total rides in each county that are taken by seniors.

### **Rides/Person:**

Divides the total rides by the total population in the county, to determine the transportation agency rides taken per person in the county.

### **Senior Rides/Senior:**

Divides the total senior rides by the number of seniors in the county, to determine the number of transportation agency rides taken per senior in the county.

## Executive Summary

Providing a comprehensive senior transportation network is an essential part of providing a means to independence. Responsive transportation service is necessary for accessing much of what our communities have to offer, including medical appointments, senior centers, and social and recreational opportunities. As Michigan's baby boomer population ages, and as more seniors seek to age in their homes rather than in congregate facilities, the need for a comprehensive senior transportation network grows.

Michigan already has an extensive senior transportation network. Every county has some form of senior transportation service. Over 465 agencies provide transportation to Michigan's citizens, many serving primarily seniors. They include public transit providers, which provide almost three-quarters of Michigan's senior transportation trips, specialized service agencies and volunteer driver services, all focused on keeping Michigan's aging population mobile. There also are a number of very innovative programs across the state demonstrating daily that senior transportation can be successfully delivered.

However, many gaps remain in Michigan's senior transportation network. While all counties have some level of transportation service available to its senior population, in some counties the level is extremely low, or is restricted to transportation to meal sites or other very specific programs. Additionally, there are areas in many counties where transportation services are extremely limited, particularly in the rural fringes.

These service shortfalls are largely the result of a lack of funding for transportation services in those areas. In addition, in areas with transportation service, funding from most state sources has remained flat or even decreased in recent years. While there has been a dramatic increase in local transportation funding over the past ten years, the state has not kept pace, especially in the public transportation program. The result is severe funding constraints on many transit systems throughout Michigan.

Our research also revealed other barriers. Lack of coordination among transportation providers can make it difficult to navigate through the multiple transportation agencies in a region to determine which one will provide service. For example, Southeast Michigan alone has approximately 250 agencies providing transportation services.

Municipal boundaries also pose arbitrary barriers to transportation service. Transportation services often end at town or county lines, even though many of the services seniors need to access may be across the line.

Other barriers arise because many seniors are unfamiliar with public transportation and therefore do not use it, and the frail elderly who are most in need of alternatives to driving may not be physically able to access available forms of transportation.

Based on the findings of this study, UCP recommends the following five major initiatives to improve senior transportation in Michigan:

**Recommendation 1:** Put more resources into transportation services specifically for seniors at all levels: federal, state, local and private. Unless we do this now, we will be hopelessly unable to meet the anticipated increased demand for senior transportation.

**Recommendation 2:** Increase state funding for public transit services. Unless we do so quickly, transportation systems will be forced to cut vital services, instead of creating new services the aging population needs.

**Recommendation 3:** Increase coordination of transportation services at the state, regional and local levels.

**Recommendation 4.** Increase seniors' education to improve their knowledge and comfort level with using transportation services.

**Recommendation 5.** Protect and expand volunteer driver programs, as they are an essential part of Michigan's senior transportation network.

Focusing on improving public transportation services through these recommendations is only part of the solution for providing seniors with true independence. Providing older driver programs, building accessible pedestrian routes, building affordable housing, and many other elements are all essential parts of providing independence. However, providing reliable transportation options must play an important part.

Michigan already has invested a great deal in creating a senior transportation network that meets the needs of its citizens. However, barriers remain, and increased demand is coming. If we do not respond now, our transportation systems will be unprepared, and fail to provide the quality of life that Michigan's citizens expect. The time to act is now.

# I. Introduction to Senior Transportation

Transportation is often the forgotten piece of our communities' fabric. Communities may have the most modern medical facilities, best recreation programs, most social opportunities, but if citizens cannot get to them, these things are worthless. Transportation cannot be an afterthought; it must be an integral part of what our communities have to offer.

This is particularly true for our country's older adults. According to a 2004 study by the Surface Transportation Policy Project (STPP) entitled *Aging Americans: Stranded Without Options*:

- Over one in five Americans over the age of 65 does not drive
- More than 50% of non-drivers 65 and older stay at home on any given day, primarily due to a lack of transportation options
- Compared to older drivers, older non-drivers make:
  - 15% fewer trips to the doctor
  - 59% fewer shopping trips and visits to restaurants
  - 65% fewer trips for social, family and religious activities.

Two trends will dramatically increase the need for transportation services for older Americans in the coming decades. First, more older Americans are choosing to remain in their own homes than in the past, including many who can no longer drive and must use alternate methods to access their communities. According to the American Association of Retired Persons (AARP), 85% of seniors want to remain in their own homes, and according to the Beverly Foundation, 90% of Americans now retire in place.

The other trend is that our country's population is rapidly aging. In 2002, 12% of our nation's population was 65 and older. In 2025, this number is projected to be 18% as the number of seniors increases by 79%. In Michigan the population over the age of 65 is expected to increase from 1,219,018 in 2000 to 1,760,963 in 2020, a 44% increase. In fact, the senior population is projected to increase in 81 of Michigan's 83 counties, and the percentage of the senior population is expected to increase in every county.

Another factor is that although usage by older Americans of public transportation is higher than that of the rest of the population, as many must use public transportation for basic mobility, public transit still provides only about three percent of the trips older Americans take. Most rides non-drivers take are in the cars of family and friends, further decreasing their independence.

This preference for cars is, not surprisingly, particularly pronounced in rural areas where there are generally fewer transportation options. More seniors elect to use public transportation when they live in urban areas where there is more than one transportation option. According to the *Aging Americans: Stranded Without Options* study, non-driving seniors in urban areas with public transportation options are much more likely to make trips than seniors in rural areas with few transportation options.

Based on these two factors, the number of seniors in need of transportation services will increase dramatically over the next couple of decades, and our communities must be in a position to respond. We must strengthen and support public transportation options for our aging population now, or we will not be able to meet the transportation demands of the present or the future.

## II. Senior Transportation in Michigan: An Overview

Michigan has a large and growing senior population. In 2000, there were 1,218,975 people over the age of 65, making up 12% of the population. By 2020, there are expected to be over 1,760,000 people over the age of 65, making up 17% of the population. Seventeen percent of Michigan's citizens over the age of 65 are non-drivers, or over 200,000 people. Of these non-drivers, approximately half are staying home and not accessing community resources (*Aging Americans: Stranded Without Options*), in part because they have no transportation options. If Michigan's growing number of seniors are to retain their mobility, they need more transportation options.

Michigan already has a very substantial transportation network serving its older adult population. Currently, there are at least 465 agencies providing transportation in Michigan, providing at least 95 million rides per year and spending at least \$514,000,000. Of these, Michigan's seniors take over 9.5 million rides, or about ten percent of the total, and the numbers of seniors using transportation services is increasing. In 2001, seniors took 6,512,859 public transit trips, accounting for 6.49% of the public transit trips taken in Michigan. By 2003, this number had risen to 6,931,885 trips, or 8.26% of the total. Seniors are becoming an increasingly important part of Michigan's transportation network.

In addition to these public transportation providers, there are over 190 private transportation providers and over 120 home health care agencies that provide transportation as part of their services. There are also transportation services provided in all 83 counties through Medicaid and the Michigan Department of Human Services. All of these add up to approximately 850 organizations providing some sort of transportation service in Michigan.

Transportation services for seniors come in several forms. The most common is public transit, which give rides to everyone. Senior-specific transportation programs provide transportation to seniors, although sometimes only for specific trip purposes such as medical care or senior programs. Volunteer driver programs arrange for volunteers to provide rides to their consumers, often using the volunteer's automobile. (For a more detailed discussion of these transportation types, see Section III).

Transportation services for seniors are available in every county in Michigan. However, about one-third of Michigan's counties lack countywide public transit service (Figure 3). Programs vary widely, and there are pockets within many counties with no transportation services for seniors. However, the majority of Michigan's seniors have access to some sort of publicly-funded transportation service. In fact, transportation for seniors in Michigan is probably better than for any other demographic, as some rural counties provide transportation services only to seniors.

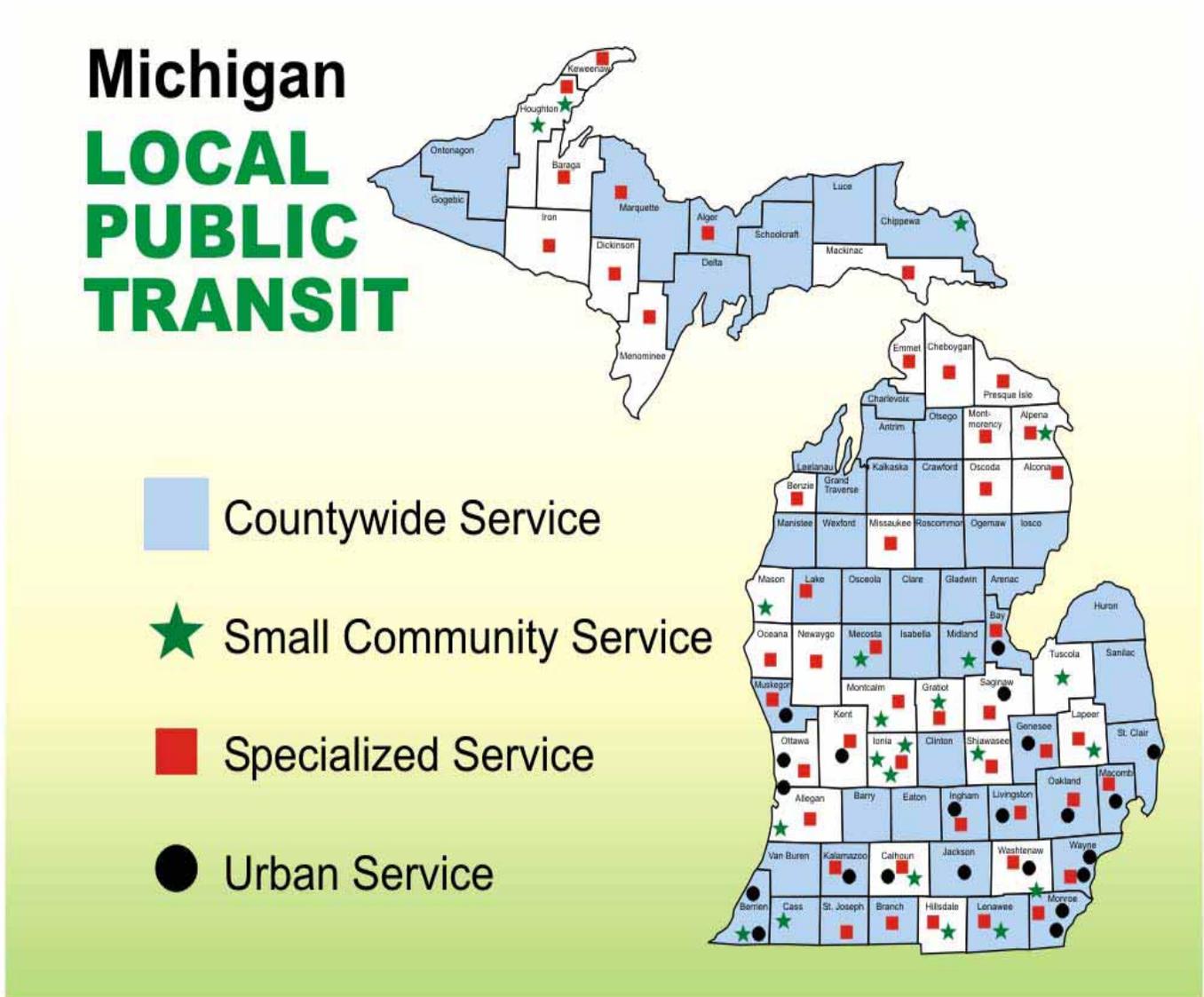
Michigan's communities frequently support local transportation options. There are at least 50 local millages, which directly provide public transit services. There are also senior millages, which are often used to provide senior transportation services. There were fourteen transit millage elections in Michigan in August 2004. Thirteen of the fourteen passed. A myriad of Commissions and Councils on Aging, faith-based organizations, senior centers, volunteers, and other organizations provide transportation for seniors as well.

However, many gaps and barriers still remain. The main barrier is a lack of funding to provide necessary transportation services, both in urbanized areas where there are many potential customers and in rural areas where providing transportation becomes very expensive and very challenging. A common refrain in the county-by-county analysis of this report is that transportation services are limited in the very rural counties and in the out-county regions of more populous counties.

Coordination of services is also a barrier, particularly in urban areas. There are more than 300 transportation providers in Southeast Michigan alone, many working independently from the others. This often leads to inefficient use of transportation resources, as well as a bewildering array of transportation options for seniors.

Arbitrary municipal boundaries present another barrier. From the tri-county area around Lansing to Southeast Michigan to many rural counties, county and other municipal lines create arbitrary boundaries which public transportation often will not cross. Some programs are finding ways to provide services around these boundaries, but this problem has not been fully addressed in many areas.

Figure 2: Public Transit in Michigan



Source: Michigan Department of Transportation

### **III. Public Transit and Volunteer Driver Programs**

#### **Public Transit**

Public transit agencies are the backbone of the transportation network for Michigan's older adults. Of the 9.5 million rides for seniors counted in this report, 6.9 million (almost three-quarters) are taken on public transit. While this report undoubtedly undercounts the rides not taken via public transit, as they are much more difficult to count than public transit rides, the fact remains that public transit provides the largest percentage of total senior rides.

Public transit services have a number of considerable advantages. First, they generally can be used for any trip type. While much of the rest of the senior transportation network is limited to certain senior or specific trip types such as non-emergency medical transportation, public transit can be used for shopping, recreation, religious activities and any other trip purpose.

Second, public transit is generally a very cheap service to utilize, with fares starting under 50 cents and rarely going above \$3.00 a ride. Compared to private taxi services, where fares often start at \$10 per ride and can be well over \$100 per ride, public transit is very inexpensive. Although even the low cost of public transit can be a barrier for some seniors on low or fixed incomes, the amount the rider pays is generally small compared to the cost to the provider of actually providing each trip.

Third, a community with a comprehensive public transit system can often put its resources for seniors towards other necessary services. For example, funds from the Office of Services to the Aging can be used for other very necessary programs if a good transportation network already exists.

Fourth, a public transit system that provides line haul service is required to run a complementary paratransit service - curb-to-curb service for people who live in the transit system service area but are physically unable to use fixed route buses. This ensures that everyone has access to the public transportation services as long as their disability allows them to get to the curb. Many public transit systems allow all seniors to use its paratransit service, although some systems require that seniors also have a disability to use paratransit.

However, seniors describe several barriers to using public transit. The primary barrier described by seniors statewide is the lack of convenience of waiting for the next line haul bus to come, waiting for the demand response bus to pick you up after an appointment, or spending twice as long to reach your destination as you would in a car. These factors are the downside of public transit, particularly when its resources are stretched thin.

The second barrier is that many public transit services provide only curb-to-curb paratransit services and do not help seniors get to and from the bus. This can be a significant barrier for frail older adults who require assistance getting to the bus and to their destination.

The third is lack of familiarity with and possible fear of public transit. If an older adult has used a personal automobile all of his or her life, switching to public transit can be daunting. For example, bus schedules can be difficult to read and the array of services offered confusing. Additionally, some elderly passengers do not feel safe riding public transit. They may feel at risk on the bus or walking from the bus to their destination.

The fourth barrier is that there are some places in Michigan public transit simply will not or cannot go. Rural areas far from population centers are extremely expensive to service with a vehicle and a paid driver, which generally limits the amount of public transit service they receive. Additionally, unpaved roads can play havoc with a bus's suspension and create an extremely uncomfortable ride. There are also certain private communities that will not allow buses on their property.

However, these barriers can be overcome or at least mitigated. A number of the innovative programs that transit agencies are embarking on to address these issues will be described later in the report.

### **Volunteer Driver Transportation Programs**

There are at least 57 volunteer driver programs operating in Michigan, in addition to the Michigan Department of Human Service's volunteer driver programs found in most Michigan counties. Many of these programs serve primarily older adults and are found in communities of every size, from metropolitan Detroit to the most rural counties in the state.

Volunteer driver programs offer very clear benefits for seniors. First, they allow for escorted and personalized transportation service. Generally, the driver will accompany the rider throughout his or her trip, providing assistance to the car and into the destination. Once the errand or appointment is over, the volunteer driver is right there, ready to take the rider straight home. The second advantage is that many seniors feel more comfortable in a car than a bus.

The third advantage is that a volunteer service is a comparatively inexpensive program to provide. The only paid staff people are those who arrange the trips. The driver's time is donated, eliminating the largest expenses of public transit. Many volunteer programs reimburse their drivers up to the IRS allowable rate, but they are still much less expensive than public transit, particularly in rural areas.

The fourth advantage is that it is relatively easy to provide out-of-county service with volunteer drivers. Taking public transit buses out-of-county is extremely expensive for the provider. There are public transit systems in Michigan that do provide out-of-county service, but it is fairly rare. Because volunteer driver programs do not have to pay for the driver's time, they can travel to another county much more economically.

However, volunteer driver programs have their own limitations. First, it is difficult to provide disability accessible transportation using volunteer drivers. Very few volunteer drivers have lift-equipped vehicles, meaning that alternate arrangements must be made to transport people who need accessible transportation. Some volunteer programs have volunteers drive the program's lift-equipped vehicles but most programs have volunteers use their own automobiles.

A second barrier may be the difficulty of finding enough volunteers. The availability of volunteers varies widely among programs; some have more than enough while others are seeing a steadily declining pool of volunteer drivers.

The third barrier is that volunteer driver programs are not designed to transport more than one or two riders at a time. The efficiency advantages that public transit can obtain through transporting masses of people, whether on line haul or demand response buses, are lost through volunteer driver programs.

Volunteer driver programs often work best as supplemental programs to public transit systems, used to provide trips to out-county areas where it is too expensive to run a bus, and/or to provide personalized transportation rides for those who are too frail to use public transit. In coordination, public transit and volunteer driver programs can be key parts in a comprehensive senior transportation network.

## **IV. What Makes A Good Senior Transportation Network?**

Transportation services vary so much from region to region that it is difficult to pinpoint exactly what a good transportation system looks like. However, the services in three counties in Michigan demonstrate some common elements of a superior transportation system. This is not saying these are the best systems in Michigan or that there are no other model systems in the state. However, these three provide excellent examples of how senior transportation in Michigan can work.

The three counties are Ingham, Isabella and Alger Counties. Each enjoys high levels of senior transportation service and use. Three threads they have in common are highlighted here:

***1. Each county has a substantial countywide millage supporting its public transportation system.***

All three counties have high levels of support from their communities, as demonstrated by the local financial support each receives. Each has a countywide millage supporting its transportation system. This stable funding base allows a high level of transportation service to all parts of the county. Alger County also receives financial support and trip subsidies from regional hospitals, local churches, and local businesses to ensure that trips can be provided affordably to everyone.

***2. There is excellent communication among the public transit service provider, its riders and the aging network agencies.***

A key to great service is listening to those who you serve and responding to what you hear. The transit agencies in all three counties work very closely with their local Councils/Commissions on Aging or Area Agencies on Aging. In fact, the millage in Alger County is a joint senior/transit millage, funding both programs. In Isabella County there is close coordination between the COA, DHS, Veterans Administration and the public transit agency to coordinate transportation service. In Ingham County, the AAA is well represented on the Capital Area Transit Authority (CATA) Local Advisory Council, which is very active and plays a key role in guiding transit agency policy.

***3. There are a variety of transportation options provided to meet the area's transportation needs.***

All three counties have a variety of transportation options available to respond to the needs of the communities. In Alger County, ALTRAN provides demand response service, route based service, out-of-county service, meal site service, group outings and special event transportation, and is able to provide transportation seven days a week. ALTRAN accomplishes this using its own funding resources, as well as volunteer transportation provided by the local COA. In Isabella County, the public transit system provides in-county service and meal site transportation, while the COA has a large volunteer transportation program for NEMT, much of it out-of-

county. In Ingham County, CATA provides comprehensive service covering most of the county's transportation needs, which allows human service providers to focus on services other than transportation. In addition, the local RSVP, a senior volunteer program, provides escorted volunteer transportation to supplement the transit service.

## V. Innovative Transportation Programs

While we often look elsewhere for the best practices in transportation, there are a number of innovative senior transportation programs in Michigan worth highlighting. These examples showcase unique services that enhance the transportation service in their local communities and may be transferable to other parts of the state.

### 1. Programs that increase education about and comfort with using transportation services

A number of communities reported that many older adults are either unsure how to use the public transit system or do not feel comfortable using it. A number of efforts across Michigan are aimed at improving new rider comfort.

The Cadillac Wexford Transit Authority has a number of programs aimed at rider comfort. Senior volunteers ride on its Healthway medical transportation service. The volunteer can provide limited assistance to the passengers, help them use the bus system and answer any questions they have about the service. The personal transportation component greatly increases comfort levels with transit service. It is a program definitely worth emulating.

Cadillac Wexford Transit Authority riders also have the unique option of creating a profile with the transit system, which can highlight any medical difficulties or other relevant restrictions drivers should know. The information is kept strictly confidential and meets HIPPA guidelines, and it is only used when necessary for the passenger's health and safety to assure that transit staff respond appropriately.

Other systems are experimenting with a travel training program, where volunteer seniors who use the system teach potential riders how to use it and practice riding with them. In return, volunteers may receive compensation such as free bus passes.

### 2. Initiatives that increase coordination among transportation providers

Michigan's communities are increasing coordination among transportation providers, which can lead to better, more efficient service. Three such comprehensive efforts are highlighted here.

The first is in Northwest Michigan, where a three-county coalition of organizations is pooling its transportation funding to provide region Non-Emergency Medical Transportation (NEMT) across a multi-county area. The effort is centered in Traverse City, and includes the local Red Cross, hospital, United Way, Area Agency on Aging, Councils on Aging, and Bay Area Transit Authority. In early 2005, this coalition plans to provide cross-county NEMT in Benzie, Grand Traverse and Leelanau counties.

This effort will insure that all funds coalition members spend on transportation are used as efficiently as possible and that the level of service in the region is as high as it can be. If the initiative is successful, it plans to expand to the neighboring counties of Antrim, Kalkaska, and possibly Wexford.

The second effort worth noting is the Emergency Need Task Force Transportation Workgroup in Kent County. This County Government initiative is charged with improving healthcare transportation in the county. In addition to advocating for better transportation service in the region, it has created a comprehensive directory of transportation agencies in the county and the services they provide, so riders and potential riders know what is available.

The workgroup is now moving to the next step, and, with funding from The Rapid (the area's public transit), United Way and Hope Network, a local human service agency, will be hiring a consultant to study how to best coordinate transportation service in the county.

The third effort worth noting is the State of Michigan's initiative to improve coordination. A state government workgroup, United We Ride, is working to improve coordination of the state's human service transportation resources. The workgroup includes members from the Michigan Departments of Human Services and Community Health, Medicaid, Veteran Affairs, Office of Services to the Aging, the Developmental Disabilities Council and the Department of Transportation. The workgroup is part of a larger federal effort to better coordinate the 62 different federal programs that currently fund transportation programs.

### **3. Innovative transportation models being used and considered in Michigan**

Not all transportation services are best provided by a driver and a bus. Two innovative programs illustrate how alternate forms of public transportation can work.

The Shepherd's Center in Kalamazoo is a particularly innovative volunteer driver program. It provides volunteer-based transportation services to all seniors in the county. What is notable about this program is that it has 175 volunteers and provides around 2,000 rides per year, without providing volunteers direct compensation. It is a very personalized and inexpensive way to give escorted transportation services.

Shepherd's Center recruits primarily from the faith community. Its efforts garnered national recognition when it received a STAR Award for senior transportation service from the Beverly Foundation, a national foundation working to improve senior mobility.

The second effort is a Transportation Voucher grant program being undertaken by the Michigan Developmental Disabilities Council. Transportation vouchers are relatively new idea. People in need of transportation receive paper vouchers similar to checks to purchase a defined amount of mileage. They can use the vouchers to pay friends and neighbors to provide them with transportation. The driver then redeems the voucher with the funding agency for reimbursement at a set rate. The rider can also redeem the voucher with local transportation providers that accept them.

A voucher program is similar to a volunteer driver program, except that the rider has the choice of who will provide the transportation. What kinds of trips vouchers can be used for, how many miles can be traveled and other similar details vary among individual programs. The challenge for voucher programs is to provide new transportation service to unserved or underserved areas that don't duplicate or compete with other providers.

The Developmental Disabilities Council is setting up four to six pilot voucher programs in Michigan. These pilots will be for people with developmental disabilities, but the voucher concept can be used for anyone needing transportation. The voucher program has been successful around the country, but this will be the first pilot in Michigan it has the potential of giving Michigan another tool with which to provide transportation services.

## **VI. Region-By-Region Analysis of Michigan's Transportation Network for Older Adults**

### **Region 1A Analysis**

#### **Service Summary**

Region 1A includes Detroit and some adjacent cities. It is the most urbanized area in Michigan. It also has one of the highest levels of poverty among seniors. Approximately 30% of the households in the city do not own a personal automobile. Detroit has seen dramatic population loss over recent decades, from 1,850,000 in 1950 to its current level of 951,270 residents. This is in a region that has been historically very dependent on the automobile; Detroit is the largest city in the United States without a significant rapid transit system (subways, bus rapid transit, etc.).

These issues create great challenges for the metropolitan area's transportation services. While most large metropolitan areas have a large central business district, Detroit's is relatively small, so that many commutes for the people of Detroit are not into the central city, but out to the suburbs where the jobs are.

#### **Region Analysis:**

##### **City of Detroit**

The primary provider of transportation in the city is the Detroit Department of Transportation (DDOT). It operates line haul routes throughout the city, some operating 24-7. Metrolift provides complementary paratransit service through the city for people with disabilities.

There are more than 50 smaller nonprofit transportation agencies operating in the city as well. One of the biggest nonprofit transportation providers is the Eastside Community Resource Center, which has a substantial transportation program, including a grant from Specialized Services. It primarily covers the eastside of Detroit, providing demand response and contract transportation services. Its contract services include a grant from Area Agency on Aging 1A to provide demand response transportation to seniors throughout the city. It also contracts with many local senior centers to provide group transportation.

The primary provider on the west side of the city is CAUSE. Many senior centers also provide limited transportation to their clients for trips to the center and errand trips in the area.

There are a number of substantial barriers to transportation in the region. The first is a lack of sufficient funding. The per capita funding of the public transit service is one of the lowest among large metropolitan regions in the country.

The second is that the primary transportation provider, DDOT, has a poor reputation in the community. There have been numerous newspaper stories documenting late buses, buses that will not stop for wheelchair users, lifts that will not work and other accessibility barriers. Currently DDOT has received approximately 90 new vehicles and repaired or replaced the lifts on 64 vehicles. They certified to MDOT in June 2005 that all vehicles in service had operable lifts.

The third barrier is that there are many transportation options in the city, but it can be difficult to know how to access them. There is no place to get comprehensive information about whom to contact about a particular transportation service. In addition, many programs only serve certain clients, or have specific eligibility requirements. Others must turn away ride requests because they are at capacity.

### **Hamtramck, Highland Park, Harper Woods and Pointe Area**

Region 1A outside the City of Detroit includes the Pointe Area communities as well as Hamtramck and Harper Woods. Pointe Area Assisted Transportation is a specialized services system that serves the five “Pointe” communities and Harper Woods. It provides seniors with demand response transportation to destinations in the vicinity and to specific destinations outside the service area, mainly for medical reasons. Harper Woods Connector gives public Dial-A-Ride (DAR) service within Harper Woods as well as trips to specific shopping destinations outside Harper Woods. SMART and DDOT line haul routes also reach into the region.

Hamtramck and Highland Park are both served by SMART community transit. They also are served by DDOT and SMART line haul bus service.

Service is fairly comprehensive throughout the Hamtramck, Highland Park, Harper Woods and Pointe Area region, especially Monday through Friday during business hours. However, no public transit options exist in the Pointes, and transportation to destinations throughout metropolitan Detroit is limited.

### **Recommendations for the Region:**

1. Coordinate scheduling of rides to help potential riders navigate the confusing array of available services. There are over 50 agencies providing transportation service in the region; to know which one to access and which one you are eligible for can be difficult.

2. Explore rapid transit options in the region and enhance coordination among all the various public transit systems. There are two major transportation providers, DDOT and SMART, in the greater Detroit area. The Detroit Area Regional Transit Authority (DARTA) is currently exploring how to best provide and enhance transit service in the area. This effort should be encouraged.
3. Improve maintenance of the public transit fleet. There have been many reports of lifts not working and poorly maintained buses. In a recent MDOT survey, the Detroit Department of Transportation was the only system that reported bus lifts not working. People must be able to depend on transit service if they are going to choose to use it.
4. Create a dedicated source of funding for regional public transportation. The current general fund funding of DDOT is unstable and cannot create the revenue necessary for a world-class transit system. As a result, transportation funding for metropolitan Detroit lags behind similar metropolitan regions in other states. Options must be explored for a stable source of local funding that can enhance transportation options in the region, including the City of Detroit.

**Region 1A Transportation Providers**

Agency	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Adult Well-Being Services	\$16,826	AAA, CDBG				313-924-7860	
AIDS Partnership Michigan					CL	313-446-9800	
American Indian Health Center					ST	313-846-3718	
Brightmoor Community Center					ST	313-531-0305	
Cass Community Social Services					CI	313-883-2277	
Catholic Social Services of Wayne Co. (DDOT)	\$83,858	SS	17,939	17,939	ST	313-883-2100	
Community Resource and Assistance Center	\$19,000	AAA				313-521-1900	
Cottage Hospital					NEMT	313-640-2245	
Council of Action United for Service Efforts		AAA			ST	313-897-6500	
Delray United Action Council						313-842-8620	
Detroit – Council of Action United Resources	\$202,444	Act 51	19,505	5,632			
Detroit Area Agency on Aging 1A	\$39,510	SS, AAA	33,850	19,977	ST	313-446-4444	
	\$1,829,463	Act 51, City, CDBG, SS, AAA	77,113	38,635	ST, CL, NEMT		Calvin Jackson
Detroit Assisted Transportation Coalition						313-521-1900	
Detroit Department of Human Services						313-852-4491	
Detroit Department of Transportation	\$170,104,726	Act 51, City	39,291,228	2,933,573	PT	313-933-1300	
Detroit East Mental Health	\$683,525	Act 51	46,554	0	CL	313-921-4701	
Detroit Health Department Facilities Management Department						313-876-4318	
Detroit Metrolift (DDOT)					PT	313-933-1300	
Detroit Recreation Department - Specialized Services					SS	313-224-1188	
Detroit Rescue Mission	\$607	AAA			CL	313-993-4700	
Eastside Community Resource	\$1,000,000	SS, AAA, Contracts	100,000	100,000	ST, CL, NEMT	313-839-0769	Calvin Jackson
Ecumenical Project S.A.V.E						313-842-4677	
Fisher Center Southwest Detroit CMH					VT	313-964-4922	
Gooden Transportation						313-862-2789	
Goodwill Industries of Greater Detroit					CL	313-123-4567	

Grosse Ile Township Recreation Dept.	\$10,776	OCT						734-675-2364	
Grosse Pointes Cottage Hospital								313-640-2245	NEMT
Hamtramck Community Transit	\$49,641	CT	0					313-961-6030	CT
Harper Woods Connector	\$39,281	CT, LF	24,990					313-343-2580	PT
Helping Hands Senior Services								313-864-9829	
Highland Park Community Transit	\$6,110	SS						313-961-6030	CT
Holy Cross Hospital Courtesy Van								313-369-5655	
Latin American Social & Economic Dev. (LASED)	\$29,854	SS, AAA	8,315			7,561		313-841-8840	
Myasthenia Gravis Assn								248-423-9700	CL
Olga M. Madar Senior Center								313-527-0360	ST
People's Community Services Senior Day Care Program	\$17,277	SS, CT	2,194			2,194		313-365-6260	AD
Pointe Area Assisted Transportation Service	\$149,768	SS, CT	25,223.00			23,496.00		313-343-2580	CT
Project Compassion, Inc. [leases buses for nursing home residents only]								313-897-7470	
Red Cross								313-494-2846	NEMT
Restoration Tower								313-538-0360	
Walter and May Reuther Senior Centers (Metropolitan Retiree Service Center)	\$13,417	SS	5,290			5,290		313-894-3311	VT, ST
Sacred Heart Rehabilitation Center								810-392-2167	
Southwest Counseling and Development Services	\$51,322	SS	45,405			4,426		313-841-8900	
Southwest Senior Center								313-895-5400	ST
St. Joseph East Senior Ride								586-445-8776	ST
St. Patrick Senior Center	\$16,826	AAA						313-833-7080	ST
St. Rose Senior Citizen Center								313-824-4242	ST
Virginia Park CT Service Corp.	\$13,540	SS	5,396			5,396		313-894-2830	ST
<b>Totals</b>	<b>\$174,408,194</b>		<b>39,706,814</b>			<b>3,167,931</b>			

Region 1A County Demographics

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
<b>Wayne</b>	<b>248,982</b>	<b>2,061,162</b>	<b>12%</b>	<b>252,024</b>	<b>1,821,789</b>	<b>14%</b>	<b>3,042</b>

Region 1A County Ridership Statistics

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
<b>Wayne</b>	<b>\$5,685,430</b>	<b>\$208,395,109</b>	<b>\$101.11</b>	<b>43,012,828</b>	<b>3,830,499</b>	<b>9%</b>	<b>15.38</b>

## **Region 1B Analysis**

### **Service Summary**

Region 1B consists of Livingston, Macomb, Monroe, Oakland, St. Clair, and Washtenaw Counties. This represents approximately 2.6 million people, or more than one-quarter of Michigan's population. The area is largely urban in nature, although portions of all the counties are quite rural. The area has numerous transportation services; at least 130 different agencies provide transportation service. Transportation service varies greatly from county to county, even municipality to municipality.

The Southeast Michigan Council of Governments (SEMCOG) has published a transportation guide, which lists all of the transportation resources in the region. To obtain the guide, visit <http://www.semco.org/products/pdfs/paratransitreferralmanual.pdf> or call SEMCOG at 313-961-4869.

### **County-By-County Analysis:**

#### **Livingston**

Livingston County is one of the fastest growing counties in Michigan. It has been a largely rural county, but is becoming urbanized at a very fast rate.

Livingston Essential Transportation Service (LETS) provides public transit in the County. It provides demand response and contract service throughout the County, although service levels are higher in the urbanized areas of Howell and Brighton than in the out-county areas. Service runs into the evening Monday through Saturday, but there is no Sunday service.

There are a number of other senior transportation providers in the county. Hartland and Brighton Senior Centers have vans that provide errand transportation for seniors and senior center transportation. Catholic Social Services of Livingston County provides volunteer transportation to seniors throughout the county. This service is focused on those who cannot access the bus system on a regular basis, such as seniors who live in locations that the bus cannot access, communities on private roads, and unfinished roads that make bus rides extremely uncomfortable.

Overall, there are a number of transportation options in the county, and service is expanding. However, transportation remains limited in the out-county regions. Also, there are few out-of-county transportation options for any purpose.

## **Macomb**

Macomb is the third most populous county in the state. Its southern portion is heavily urbanized. The northern portion of the county contains many rural areas, although population there is growing as the greater Detroit area sprawls northward.

The primary transportation provider in Macomb is Suburban Mobility Authority for Regional Transit (SMART). When SMART was originally formed, Macomb County voted as a county whether to join the system, rather than voting by municipality. Because the county as a whole approved the millage that funds SMART, the entire county now receives some sort of SMART transportation service.

SMART provides a number of different transportation services in the county. It operates line haul routes throughout the county, primarily in the southern portion, which connects into neighboring Wayne and Oakland Counties. SMART also provides connector service linking Macomb's communities to the rest of the SMART system and paratransit service that extends demand response service to people three-quarters of a mile off the bus routes who cannot use the line haul service. This paratransit service can be ridden anywhere SMART buses go. However, many SMART routes only operate during weekday business hours.

Perhaps the most unique transportation program in the county is the Community Partnership Program. Through this program, SMART passes financial credits to local communities to provide local community transportation service, including the opt-out communities. These funds are from a state allocation and the local transportation millage. Communities use these funds to form Community Transit systems, which can be shaped by the local communities to meet their own needs. These systems are usually demand response or Dial-A-Ride (DAR) services and usually provide Monday through Friday service in and around their respective communities. Some of these systems are open to the public, while others provide service only for people with disabilities and older adults. Some communities have also formed multi-city Community Transit systems.

Community Transit systems generally do not travel far out of their municipalities, meaning that if a consumer does not live close to a SMART bus line, they cannot leave their municipality. If one lives close to a SMART bus line and can access the paratransit service they can travel throughout the region.

An extensive network of human service agencies also provides transportation services within the county. These include volunteer transportation services run by Catholic Social Services, medical transportation through regional hospitals, and transportation through local senior centers.

Oakland and Wayne Counties' opt out policy means that about half of the municipalities in these counties are not served by SMART are not part of the regional transportation network. Macomb County residents cannot reach these opt-out communities. This fragments the transportation network and can make getting around in the region difficult.

### **Monroe**

The primary transportation provider in Monroe County is Lake Erie Transit, which covers the entire county. It provides line haul transportation services, as well as DAR service in Frenchtown (in the northeast part of the county) and Bedford (in the southern part of the county). The transit service makes connections with SMART to transport people into the greater Detroit area. It also has paratransit service, which provides accessible service three-quarters of a mile from the bus lines. There is no Sunday service in the county, and none of the transportation services regularly provide service into the evening.

Lake Erie Transit also runs a demand response transportation service for people with disabilities and seniors throughout the county called Essential Transportation Services. It provides demand response transportation to seniors and people with disabilities throughout the county, except in Ash and Berlin.

The county also has a number of human service transportation options. The Bedford Health Van provides in-county and out-of-county NEMT trips to residents in the southern part of the county. A local senior center and the Monroe Community Opportunity Program also provide transportation.

### **Oakland**

Oakland is the second most populous county in the state. Its eastern portion is heavily urbanized. The western portion contains many rural areas, although its population is growing.

The primary transportation provider in Oakland is Suburban Mobility Authority for Regional Transit (SMART). However, about half the communities in Oakland opted out of SMART so, there are no bus stops in opt out communities with line haul service running through them.

SMART is responsible for a number of different transportation services in the county. It operates line haul routes throughout the parts of the county that approved a transit millage, primarily in the eastern portion of the county. These routes travel into Wayne and Macomb Counties. SMART also provides connector service linking Oakland's communities to the rest of the SMART system and paratransit service that extends demand response service to people who cannot use the line haul service and are a three-quarters of a mile off the bus routes. This paratransit service can be taken anywhere SMART buses go.

Perhaps the most unique transportation program in the county is the Community Partnership Program. Through this program, SMART provides financial credit to local communities to provide local community transportation service. These opt-out communities still receive some transportation funds through the state allocation. These funds are primarily used to provide a small level of specialized services in the opt-out communities for seniors and people with disabilities. They are used to form Community Transit systems, which can be designed locally to best meet community needs. These systems are usually demand response or DAR services, usually providing Monday through Friday service in and around their respective communities. Some of these systems are open to the public, and some provide service only for people with disabilities and older adults. Some communities have also banded together to form multi-city Community Transit systems.

An extensive network of human service agencies also provides transportation services within the county, including volunteer transportation programs, medical transportation through hospitals and transportation by local senior centers.

Perhaps the greatest barrier to transportation in the region is the patchwork nature of the transit system. Additionally, most of the community transit systems have hours limited to weekday business hours, as do many of the SMART routes. Community Transit systems generally do not travel far out of their municipalities; so if a consumer does not live close to a bus line, they cannot use this service. However, if one only has access to the Community Transit service, they cannot travel outside the region using transit service.

### **St. Clair**

St. Clair County receives transportation service from Blue Water Area Transit. Blue Water provides line haul service six days a week for the cities of Port Huron and Marysville, paratransit service within its service area for people with disabilities, and demand response service in Burtchville, Gratiot and Port Huron townships. Service runs until 9:00 p.m. on Thursday and Friday, and usually stops around 5:00 p.m. on other days.

St. Clair county seniors are served by a network of senior centers, which provide transportation throughout the county. The service is available Monday through Friday during business hours. These services are all funded through the senior millage.

Blue Water Transit provides comprehensive service in the urbanized Port Huron area, and errand transportation is available to seniors throughout the county through senior centers. However, evening and Sunday transportation service is extremely limited.

## **Washtenaw**

Washtenaw has two distinct regions, the urbanized Ann Arbor/Ypsilanti area that has probably the most comprehensive public transportation system in the state, and the rest of the county which has limited to no public transportation options.

Ann Arbor/Ypsilanti is covered by Ann Arbor Transportation Authority (AATA), which provides comprehensive service to the entire urbanized region, funded by a perpetual local millage that does not require periodic renewals. It provides line haul service and complementary paratransit service. In addition, there is a subsidized taxi service for seniors, providing personalized demand response to seniors in Ann Arbor for medical appointments and errands. It is the goal of the City of Ann Arbor that every resident live within walking range of transit service, and Ann Arbor is close to achieving this goal. AATA provides paratransit service through a contract with a private company.

Ann Arbor seniors also receive transportation service through Neighborhood Senior Services, which provides 1,000 – 2,000 rides a month, all through volunteers, for NEMT and errand transportation.

There is less coverage in the county outside of Ann Arbor/Ypsilanti. The Manchester area in the southwest corner of the county is served by a senior van, which provides limited errand transportation in the area and will travel to Ann Arbor. Chelsea Area Transportation serves the northwest corner of the County. It provides DAR service to the City of Chelsea and makes runs into Ann Arbor. The southeast part of the county is served by Milan Transportation, on the Monroe/Washtenaw County line. It provides transit service around the Milan and into Ann Arbor. Northfield Human Services People's Express provides transportation in the northeast corner of the county. It provides demand response service in the area and makes runs into Ann Arbor as well.

Few options exist in the other out-county areas. The transportation agencies in the county try to provide some level of service to these areas but availability is limited at best.

### **Recommendations for the Region:**

1. Bring all the “Opt Out” communities in Oakland County into SMART. Because of Oakland County’s policy of permitting communities to opt out of SMART, there are many communities that are not part of the regional transportation network, and have very limited transportation services. These communities should join with the regional transportation provider, enhancing mobility for the entire region.

2. Explore rapid transit options in the region and enhance coordination between all the various public transportation systems. There are two major transportation providers, DDOT and SMART, in the greater Detroit area. The Detroit Area Regional Transit Authority (DARTA) is currently exploring how to best provide and enhance transit service in the area. This effort should be encouraged.
3. Increase regional transportation connections. Most communities have a comprehensive local specialized service that gets people around their local areas. However, many of the services people need in this region lie well outside the boundaries of their municipal transportation. Regional connections should be enhanced, to allow for greater access of the entire southeast Michigan area by its residents.
4. Increase resources available for transit throughout the region. Funding for public transit in the Oakland/Macomb area is very low compared to metropolitan areas of similar size across the country. Rural Washtenaw County has very limited transportation services. St. Clair County lacks countywide transportation service. Livingston County has countywide service, but no millage to support it. All these areas could use enhanced resources for transportation.
5. Enhance coordination among local transportation programs. There are at least 130 transportation programs in the region, and it can be very confusing to people trying to access transportation services. The Southeast Michigan Council of Governments transportation agency guide is a great start, but further efforts can be made to consolidate, broker and coordinate the vast array of transportation services available.

**Region 1B Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
AIDS Partnership of Michigan	Eastern Michigan					CL	313-446-9800	
Myasthenia Gravis Assn	Eastern Michigan					CL	248-423-9700	
Alzheimer's Disease Assn	Greater Detroit					CL	248-557-8277	
American Indian Health Center	Greater Detroit					ST	313-846-3718	
Jewish Vocational Services	Greater Detroit	\$11,109	CT, SS	9,644	7,558	NEMT	248-559-5000	
Catholic Social Services of Livingston County	Livingston					VT	517-545-5944	Darlene Fraley
Hartland Senior Center	Livingston		SS			ST	810-6326286	
Livingston Essential Transportation Authority	Livingston	\$1,088,408	Act 51	67,538	23,789	PT	517-546-6600	Katrina Maxwell
Brighton Senior Center	Livingston		SS			V, ST	810-294-3814	Nancy Hall
Community Mental Health of Livingston	Livingston		SS			CL	517-546-4126	
American Cancer Society	Livingston / Washtenaw					CL	734-971-4300	
Bi-County Community Hospital	Macomb					NEMT	586-759-7433	
Bon Secours Hospital Care Van	Macomb					NEMT	313-343-1444	
Catholic Services of Macomb	Macomb	\$4,998	SS	2,077	2,077			Suzanne Szczepanski-White
Catholic Social Service of Wayne (Macomb)	Macomb	\$38,638	SS	1,671	1,671	V	313-883-2100	
Centerline City of	Macomb	\$2,742	SS	481	481	CT		
Chesterfield Charter Township Parks and Recreation	Macomb					CL	586-468-8599	
Chesterfield Charter Township Senior Center	Macomb	\$3,437	SS	1,432	1,311	ST	586-949-0400	
Clinton Township Community Health Information Office	Macomb					CL	586-792-8846	
Clinton Township Service Center	Macomb	\$211,082	SS, CT	7,671	3,836	ST	586-723-8120	Kathleen Hickey
Cottage Hospital	Macomb					NEMT	ext 9333	
Eastpointe Senior Center	Macomb	\$75,396	CT	4,590	2,295	ST	313-640-2245	
Fraser Senior Activity Center	Macomb	\$33,049	CT	9,308	4,654	ST	586-445-5085	
							586-296-8483	

Harrison Township DAR	Macomb	\$55,850	SS, CT	5,206		CT	586-466-1497
Macomb Co. Community Services Agency	Macomb	\$36,779	SS	3,114	3,037	NEMT, ST	586-469-5225
Macomb Co. Interfaith Volunteer Caregivers	Macomb	\$3,333	SS	2,744	2,252	V	586-983-3633.
Macomb County Dept of Senior Citizens Adult Day Care Program	Macomb	\$5,394	SS	620	620	DC	586-469-6313
Macomb Township DAR	Macomb	\$146,514	CT	2,614	1,307	SS	586-992-0710
Mount Clemens Community Transportation	Macomb	\$51,335	CT, SS	103,806	2,999	PT	586-463-8603
Richmond Lenox EMS	Macomb	\$39,691	CT	8,309	4,155	SS	586-727-2184
Romeo Parks and Recreation	Macomb					CL	586-752-9010
Roseville Recreation Center	Macomb	\$107,697	CT	5,631	2,816	CT	586-445-5482
Shelby Township Senior Citizens Center	Macomb	\$189,124	CT	12,325	6,163	ST	586-726-4560
St. Clair Shores Parks and Recreation	Macomb	\$220,142	CT, SS	6,715	3,358	CT	586-445-0996
St. John Hospital	Macomb					NEMT	586-573-5000
STAR Transportation	Macomb	\$94,013	CT, SS	9,203	7,984		586-752-9010
Sterling Heights Senior Activity Center, City of	Macomb	\$202,443	CT	15,895	7,948	ST	586-446-2750 Sharon Roosen
Warren Parks and Recreation	Macomb	\$368,546	CT, SS	29,198	15,102	CT	586-759-0920
ARC Service of Macomb, Inc.	Macomb / St. Clair						
Lake Erie Transit	Monroe	\$2,698,343	Act 51	365,638	44,641	PT	810-469-1160 734-242-6672
Monroe Center, The	Monroe					V	734-241-0404 Aaron Simonton
Monroe County Opportunity Program	Monroe	\$11,099	SS, SM, LF	21,803	10,954		734-241-2775
SMART – Bedford	Monroe	\$139,785	Act 51	9,013	3,022	PT	
Bedford Health Van	Monroe	\$41,178	SS, SM	3,320	3,160	NEMT	734-850-6040 Deb Prescell
Bedford Senior Citizen Center	Monroe					ST	734-856-3330
Monroe County Community Mental Health	Monroe	\$11,615	SS	37,328	0	CL	734-243-7340
Karmanos Cancer Institute	Monroe / Washtenaw					CL	734-282-5818
Auburn Hills Dept. of Senior Services	Oakland	\$42,859	CT	4,494	2,247	ST	248-370-9353
Beverly Hills Parks and Recreation	Oakland	\$54,725	CT	5,390	5,390	ST	248-546-2450
Birmingham Area Seniors Coord. Council	Oakland	\$54,966	CT, SS	4,010	4,010	ST	248-642-1040
Bloomfield Township Community Transit	Oakland	\$3,897	OCT			CT	248-332-3696
Brandon	Oakland	\$12,139	SS	3,452	2,208		

Catholic Social Services of Oakland County (RSVP)	Oakland	\$9,685	SS	2,327	1,242	V	248-559-1147	Herschell T. Masten
City of Berkeley Parks & Recreation Dept.	Oakland					CL	248-546-2450	
City of Farmington Hills, Senior Adult Div.	Oakland					ST	248-473-1864	
Clarkston	Oakland	\$952	OCT					
Clawson Senior Citizens Center	Oakland	\$28,701	CT	10,668	5,334	ST	248-583-6700	
Commerce Township Richardson Center	Oakland	\$30,023	OCT			ST	248-926-0063	
Fannie Adams Transportation	Oakland	\$11,768	CT	4,548		CT	248-542-6859	
Farmington Hills DAR	Oakland	\$207,292	CT, SS	25,798	9,403	ST	248-476-3300	
Ferndale Senior Citizens Drop-In Center	Oakland	\$62,973	CT, SS	17,853	2,393	ST	248-546-2313	
FISH	Oakland					V	248-352-6212	
Groveland Township	Oakland	\$6,084	OCT					
Hazel Park Senior Center	Oakland	\$42,276	CT	7,544	3,772	ST	248-546-4093	
Highland Ride With Pride	Oakland	\$61,986	OCT			D	248-887-0004	
Holly Community Education Center	Oakland	\$9,929	OCT				248-634-4431	
Huntington Woods Recreation Center	Oakland	\$13,647	CT	6,588	3,294	ST	248-541-3030	
Huron Valley Sinai Hospital	Oakland					NEMT	248-360-3502	
Independence Township Senior Citizens	Oakland	\$45,426	OCT			ST	248-625-8231	
Keego Harbor	Oakland	\$2,740	OCT					
Lake Angelus	Oakland	\$323	OCT					
Lyon Township	Oakland	\$10,923	OCT					
Madison Heights Senior Center	Oakland	\$68,807	CT	22,568	11,284	ST	248-545-3464	Lee Giannini
North Oakland Transportation Authority	Oakland	\$55,354	SS, OCT	20,971	9,986	PT	248 236-9273	
Northwest Wayne-Oakland Transportation Consortium	Oakland					DPP	248-474-3333	
Novi Parks and Recreation Senior Center	Oakland	\$55,779	OCT			CT	248-347-0414	Kathy Crawford
Oak Park Senior 50 UP Club	Oakland	\$65,620	CT	5,716	2,858	ST	248-691-2357	Rhoda Horner
Oakwood Health Systems Healthlink Van	Oakland					NEMT	248-292-9981	
Older Person's Commission	Oakland	\$12,659	SS, OCT	5,650	5,650	ST	248-652-4780	Mary E. Miller
Orchard Lake	Oakland	\$2,192	OCT					
Ortonville	Oakland	\$30,417	OCT					
Pearl Wright Senior Citizen Center	Oakland					ST	248-542-6752	
POH Medical Center	Oakland					NEMT	248-338-5048	
Pontiac Comm. And Human Resources	Oakland	\$160,933	CT, SS	7,119	5,181	CT	248-332-3696	
Pontiac Schools - SCAMP	Oakland	\$8,129	SS	2,850	0	CL	248-451-6800	
Rose Township	Oakland	\$68,085	OCT					

Royal Oak Transportation -- SMART	Oakland	\$135,357	CT	24,778	12,389	CT	
South Lyon Center for Active Adults	Oakland	\$9,928	OCT			ST	248-573-8175
Sylvan Lake	Oakland	\$1,716	OCT				
Tele-Van	Oakland					SS	248-858-2221
Transportation of Southfield Seniors	Oakland	\$184,534	CT, SS	22,742	22,742	ST	248-827-0700
Troy Medi-Go	Oakland	\$195,242	SS, CT	9,806	8,278	NEMT	248-457-1100
Troy People Concerned	Oakland						248-589-9199
Village of Milford Transportation	Oakland						248-685-8731
Walled Lake	Oakland	\$6,640	OCT				
Waterford Parks and Recreation	Oakland	\$76,807	OCT, SS	6,572	6,572	ST	248-623-6500 Lannett Amon
West Bloomfield Parks and Recreation	Oakland	\$140,134	CT	5,716	2,858	CT	
White Lake Senior Center	Oakland	\$11,109	SS, OCT	2,574	1,835	ST	231-894-9493
Wixom	Oakland	\$13,120	OCT				
Wolverine Lake	Oakland	\$4,368	OCT				
SMART	Macomb / Oakland	\$78,532,995	Act 51, TM	9,150,112	1,558,934	PT	Oakland: 248-362-3024 Donna Sykes Macomb: 586-791-6834 Fred Barbaret
Area Agency on Aging 1B	Region 1B	\$67,649	AAA			DS	248-357-2255
ARC of St. Clair County	St. Clair						810-982-3261
							810-987-
Blue Water Transportation Commission	St. Clair	\$2,698,343	Act 51	821,361	105,059	PT	7381
Capac Senior Center	St. Clair		SM			ST	810-395-7889
Cherry Beach Senior Center	St. Clair		SM			ST	810-765-8570
Port Huron Senior Center	St. Clair		SM			ST	810-984-5061
Yale Senior Center	St. Clair		SM			ST	810-387-3720
Aid in Milan	Washtenaw						734-439-8420
Ann Arbor Transportation Authority	Washtenaw	\$18,278,911	Act 51, TM, SS	4,312,667	209,203	PT	734-973-6500
Chelsea Area Transportation System	Washtenaw		SS			PT	734 457-9494
Manchester Area Senior Center	Washtenaw		SS			ST	
Neighborhood Senior Services (Ann Arbor)	Washtenaw		SS			NEMT, ET	734-712-7775
Northfield Human Service Agency	Washtenaw		SS			PT	734-449-0110 Doug Anderson
Northfield Township Senior Center	Washtenaw		SS			ST	734-449-2295
RSVP of Washtenaw	Washtenaw					V	734-712-3625
Dexter Senior Citizens	Washtenaw					ST	734-426-7737



## **Region 1C Analysis**

### **County-By-County Analysis:**

#### **Wayne**

Region 1C consists of most of the communities in Wayne County that are outside of Detroit. Wayne is the most populous county in the state, although Region 1C does not include its most populous city, Detroit. It is a highly populated, very urbanized area, which is not growing in population. It is served by at least 65 transportation providers.

The primary transportation provider in Wayne County outside of Detroit is the Suburban Mobility Authority for Regional Transit (SMART). However, about half the communities in Wayne have chosen to “opt out” of SMART, by voting “no” on a local transit millage to fund SMART.

SMART is responsible for a number of different transportation services. It operates line haul routes throughout the parts of the county that supported the transit millage, primarily the eastern portion of the county. These routes travel into Oakland and Macomb Counties. SMART also provides connector service linking Wayne’s communities to the rest of the SMART system. It also provides paratransit service that extends demand response service to people three-quarters of a mile off the bus routes who cannot use the line haul service. This paratransit service goes anywhere SMART buses go.

Perhaps the most unique transportation program in the county is the Community Partnership Program. Through this program, SMART passes financial credits to local communities to provide local community transportation service. They are used to form Community Transit systems, which can be shaped by local communities to meet their own needs. These systems are usually demand response or DAR services, and usually provide Monday through Friday service in and around their respective communities. Some of these systems are open to the public; others provide service only for people with disabilities and older adults. Some communities have also banded together to form multi-city Community Transit systems.

Through SMART, opt-out communities still receive some transportation funds through the state allocation.

A number of senior centers and service organizations also provide transportation service only to their clients and patrons. There also exists an extensive network of human service agencies that provide transportation services within the county.

### **Recommendations for the Region:**

1. Bring in all the “Opt-Out” communities in Wayne County. Because of the opt-out policy, many communities are not part of the regional transportation network and have very limited transportation services. These communities should join the regional transportation provider in enhancing mobility for the entire region.
2. Explore rapid transit options in the region and enhance coordination between all the various public transit systems. There are two major transportation providers, DDOT and SMART, in the greater Detroit area. The Detroit Area Regional Transit Authority (DARTA) is currently exploring how to best provide and enhance transit service in the area. This effort should be encouraged.
3. Increase regional transportation connections. Most communities have a comprehensive local specialized service that gets people around their local areas. However, many of the services people need in this region lie well outside the boundaries of their municipal transportation. Regional connections should be enhanced to allow for greater access of the entire southeast Michigan area by its residents.
4. Enhance coordination of local transportation programs. There are at least 65 transportation agencies in the county, which can be very confusing to people trying to access transportation services. The Southeast Michigan Council of Governments transportation agency guide is a great start, but further efforts should be made to consolidate, broker and coordinate the vast array transportation of services available.

**Region 1C Transportation Providers**

Agency	Community	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
AIDS Partnership Michigan	Wayne County					CL	313-446-9800	
Allen Park Community Transit	Allen Park	\$65,538	CT	6,630	3,315	CT	313-961-6030	
Allen Park Senior Program: Senior Citizens Alternative Transportation	Allen Park					ST	313-928-0770	
Alzheimer's Disease Association	Wayne					CL	248-557-8277	
Area Agency on Aging 1-CL	Wayne County	\$18,783	AAA			DS	734-722-2830	
Belleville	Belleville	\$7,335	SS, OCT	1,147	746	CT	734-697-3733	
Brownstown Township Senior Center	Brownstown Township	\$43,495	SS, OCT	8,204	7,925	ST	734-675-0920	Kari Wolf
Canton Township FISH	Canton, Livonia, Plymouth					VT	734-261-1011	
Canton Township Mobility Transportation	Canton, Plymouth	\$105,113	SS, OCT	14,485	13,761	CT	734-975-4630	
Canton Township Parks and Recreation Senior Center	Canton Area					ST	734-394-5485	
Catholic Social Service of Wayne	Wayne County	\$60,692	SS	8,670	6,527	V		
Centerline	Centerline	\$1,666	SS					
Community Care Service	Lincoln Park area						313-389-7525	
Comprehensive Service for the Developmentally Disabled		\$1,666	SS	6,193	0	CL		
Dearborn Community Transit	Dearborn	\$211,262	CT	3,315	1,658	CT	313-961-6030	
Dearborn Elderly Assistance Referral (EAR)	Dearborn					ST	313-943-4083	
Dearborn Heights Community Transit	Dearborn Heights	\$129,308	CT	1,785	893	CT	313-961-6030	
Downriver Community Conference	DCC Communities	\$8,331	SS, CT	13,870	216	CT	734-362-7022	
Ecorse Community Transit	Ecorse	\$25,272	CT	1,020	510	CT	313-961-6030	
Ecorse Senior Citizen Center	Downriver Communities					ST	313-382-3305	
Flat Rock	Flat Rock	\$18,704	OCT, AAA				734-782-3488	

Ford Community Performing Art Center Recreation Dept. Senior Service Division	Dearborn and nearby							ST	313-943-4083
Garden City FISH	Garden City							V	734-326-6212
Gibraltar	Gibraltar	\$4,219	OCT						734-671-1466
Huron Township	Huron Township	\$13,589	OCT						
Inkster Senior Services	Inkster	\$20,000	AAA					ST	313-561-2382
Lincoln Park Community Transit	Lincoln Park	\$88,829	CT	5,865	2,933			CT	313-961-6030
Lincoln Park Senior Transportation	Lincoln Park area	\$5,000	AAA					ST	313-386-3103
Livonia Civic Park Senior Center	Livonia							ST	734-466-2555
Livonia Community Transit	Livonia	\$237,177	SS, CT	25,008	11,871			CT	734-421-5600
Livonia Housing Commission	Livonia								248-477-7086
Melvindale Community Transit	Melvindale	\$23,845	CT	4,080	2,040			CT	313-961-6030
MI Commission for the Blind	Wayne County							CL	313-256-1524
Myasthenia Gravis Assn	Wayne County							CL	248-423-9700
Nankin Transit Commission	Garden City, Inkster, Wayne, Westland	\$363,780	CT	81,090	40,545			CT	734-729-2710
Northfield Human Services People's Express	Western Wayne County							CL	734-449-0837
Northville Senior Citizens Center	Northville, Northville Township	\$45,053	SS, AAA, OCT	4,689	4,161			ST	248-349-4140
Northwest Wayne-Oakland Transportation Consortium	Farmington Hills area								248-474-3333
Plymouth Community COA	Plymouth								734-453-1234 x236
Plymouth FISH	Plymouth, Livonia							V	734-261-1011
Plymouth Mobility Transportation	Canton and Plymouth	\$8,925	OCT						734-975-4630
Plymouth Township	Plymouth Township	\$27,500	OCT						734-459-8888
Project Compassion, Inc.	Wayne								313-897-7470
Redford Community Transit DAR	Redford Township	\$121,044	SS, CT	21,135	20,102			CT	313-387-2770
Redford FISH	Redford							V	313-255-8204
River Rouge Community Transit	River Rouge	\$22,766	CT	5,610	2,555			CT	313-961-6030
River Rouge Senior Center	River Rouge							ST	313-842-4718
Riverview Community Transit	Riverview							CT	734-283-5550
Rockwood	Rockwood	\$3,404	OCT						

Romulus Community Transit	Romulus	\$50,202	CT	12,240	6,120	CT	734-941-8996
Romulus Senior Center	Romulus					ST	734-941-6852
September Days Senior Center	Belleville					ST	734-699-8918
SMART	Wayne County	\$78,532,995	Act 51, TM	9,150,112	1,558,934	PT	313-223-2306 Gloria Bradley
Southgate Community Transit	Southgate	\$66,377	CT	8,415	4,208	CT	734-283-5550
Southgate Seniors	Southgate area					ST	734-246-1337
St. Mary Mercy Hospital Courtesy Van	Livonia					NEMT	734-464-4800
Sumpter Township Senior Citizens area	Sumpter Township area	\$22,949	SS, OCT	1,717	1,717	ST	734-461-9373
Taylor Community Transit	Taylor	\$147,758	CT	5,865	2,933	CT	734-283-5550
Taylor Oakwood Hospital Systems - Heritage Hospital	Taylor and western Wayne County					NEMT	313-295-5000
Trenton	Trenton	\$43,571	CT	1,275	638	NEMT	734-675-0063
Van Buren Township	Van Buren Township	\$23,305	OCT				734-699-8918
Woodhaven Senior Citizens	Woodhaven	\$12,704	OCT			ST	734-675-4926
Wyandotte	Wyandotte	\$63,491	CT	10,710	5,355	CT	734-324-7285
<b>Totals</b>		<b>\$80,645,648</b>		<b>9,403,130</b>	<b>1,699,663</b>		

**Region 1C County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
<b>Wayne</b>	<b>248,982</b>	<b>2,061,162</b>	<b>12%</b>	<b>252,024</b>	<b>1,821,789</b>	<b>14%</b>	<b>3,042</b>

**Region 1C County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
<b>Wayne</b>	<b>\$5,685,430</b>	<b>\$208,395,109</b>	<b>\$101.11</b>	<b>43,012,828</b>	<b>3,830,499</b>	<b>9%</b>	<b>20.87</b> <b>15.38</b>

## **Region 2 Analysis**

### **Service Summary**

Region 2 includes Hillsdale, Jackson and Lenawee Counties. All counties are largely rural in nature, except for the City of Jackson. The city of Jackson has a transit millage.

Jackson County recently hosted a community-supported Transportation Summit, attended by over 100 people from Jackson County and the surrounding counties. The goal of the Summit was to create a vision for the region's transportation future and to begin implementing that vision. The Summit resulted in three work groups working to increase transportation availability.

### **County-By-County Analysis:**

#### **Hillsdale**

Hillsdale has the most limited transportation services in the region. Within the city of Hillsdale, service is good, mainly through the Hillsdale DAR service. Nearly one-quarter of its ridership is seniors. Service to seniors is enhanced through the Hillsdale County Senior Center, which provides 20-cent tickets for the DAR, and the local grocery store, which often gives free return trips to DAR patrons. Volunteer transportation services are also available to residents who cannot use the DAR. Key Opportunities have vans that provide door-to-door service primarily for their own programs, although they will also provide some trips to the general public.

Outside the city, service is much more limited. The Senior Center provides NEMT trips through volunteers, including many out-of-county trips. Region 2 Area Agency on Aging also arranges volunteer trips for seniors in the county. Volunteer trip availability is limited, but medical trips are almost always provided, sometimes by calling churches to find volunteers. The Senior Center provides the only option for seniors beyond NEMT, which is to give rides for in-county errands for \$7 round-trip.

#### **Jackson**

The city of Jackson has the most extensive transportation service in the area. Jackson Transit Authority (JTA) provides line haul and demand response transportation, primarily within the city. It provides service into the evenings in the city of Jackson, although not on Sundays. It also provides countywide demand response transportation, but availability and hours are limited. Of note, the origins of the Authority are the Jackson Department of Aging, which consolidated with Jackson Transit in 1981 to form JTA.

The Catholic Charities RSVP program has an extensive volunteer driver program for Jackson County. It provides NEMT and errand transportation for seniors, both in and out-county. As with most volunteer programs, its resources are stretched. Out-of-county transportation is available to seniors for medical trips through RSVP, but no other regional trips are supported.

### **Lenawee**

Lenawee County has a countywide transportation provider, the Lenawee County Transit Authority. However, service in the out-county areas is limited to certain routes, which one must live on or near to receive service. The city of Adrian has an extensive DAR service, but service is limited to the city.

The Council/Commission on Aging (COA) has an extensive volunteer driver transportation service, used almost exclusively for in and out-of-county NEMT. Because this is a border county, some of the NEMT are out of state, often to Toledo, Ohio. The COA also gets requests for errand trips, but not all requests can be accommodated. Accessible transportation options in the county are especially limited, as transportation for service besides NEMT is also limited.

### **Recommendations for the Region:**

1. Allocate more resources to volunteer driver programs so that more trips can be provided. Volunteer drivers make up an important part of the region's transportation network, but availability is mainly limited to NEMT trips.
2. Work towards comprehensive countywide public transportation systems in each county. Lenawee has countywide transit service, but does not have a dedicated countywide millage to support it, limiting the service that can be provided, especially in out-county areas.
3. Strengthen regional connections within Region 2 and other cities outside the region, beyond NEMT. Beyond volunteer driver NEMT trips, there are very limited options for traveling between Region 2 counties or to destinations outside the region, such as Lansing and Ann Arbor.

**Region 2 Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Hillsdale County Senior Services Center	Hillsdale	\$8,802	AAA	719	719	V, ST, NEMT	517-437-2422	Jane Sanderson
Hillsdale Dial-A-Ride	Hillsdale	321,665	A51	55,641	13,030	PT	517-437-6444	Tim Vagle
Key Opportunities	Hillsdale	\$52,762	SS	20,166	2,284	AT	517-437-4469	Jane Munson
Catholic Charities - RSVP Program	Jackson	\$15,500	AAA	2,400	2,034	V, NEMT, ST	517-782-4616	Pamela McCrum
Jackson Transportation Authority	Jackson	\$5,186,442	A51, TM	657,527	115,512	PT	517-787-8363	Oliver Lindsay
Adrian Dial-A-Ride	Lenawee	377,342	A51	91,138	27,874	PT	517-264-4849	Marcia Bohannon
Lenawee County Department on Aging	Lenawee	\$29,317	AAA, SM, SS	5,033			517-264-5280	Tom MacNaughton
Lenawee County Transit	Lenawee	\$406,785	A51	57,447	3,474	PT	517-264-4849	Marcia Bohannon
<b>Totals</b>		<b>\$6,398,615</b>		<b>890,071</b>	<b>168,247</b>			

**Region 2 County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Hillsdale	6,192	46,527	13%	8,238	51,580	16%	2,046
Jackson	20,380	158,422	13%	27,433	163,393	17%	7,053
Lenawee	12,523	98,890	13%	17,091	108,452	16%	4,568
<b>Totals</b>	<b>39,095</b>	<b>303,839</b>	<b>13%</b>	<b>52,762</b>	<b>323,425</b>	<b>16%</b>	<b>13,667</b>

**Region 2 County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
Hillsdale	\$95,364	\$478,593	\$10.29	76,526	16,033	21%	2.59
Jackson	\$267,040	\$5,468,982	\$32.84	659,927	117,546	18%	5.77
Lenawee	\$71,598	\$885,042	\$8.23	153,618	34,668	23%	2.77
<b>Totals</b>	<b>434,002</b>	<b>\$6,832,617</b>	<b>\$21.37</b>	<b>890,071</b>	<b>168,247</b>	<b>19%</b>	<b>4.3</b>

## **Region 3A Analysis**

### **Service Summary**

Region 3A is composed of Kalamazoo County, which is urban in nature, but does have some rural regions surrounding the urbanized core. The county has public transit service available throughout.

### **Region Analysis**

In the city of Kalamazoo, Metro Transit Authority (MTA) provides daily line haul and paratransit bus service well into the evening. Metro Transit also serves the city of Portage, Oshtemo township, the city of Parchment, Comstock Township, Kalamazoo Township, and Kalamazoo Valley Community College. Care-A-Van provided transportation services outside of the urban core, but was not millage supported. However, MTA will take over transit operations for the entire county in 2005, taking over from Care-A-Van. It is MTA's intent to maintain the out-county service at the same level as that prior to the merger.

A number of other local agencies provide transportation as well. Senior Services, Inc., works with Care-A-Van and RSVP to provide errand and NEMT within the county. The Shepherd's Center provides volunteer escorted transportation for NEMT to residents of the county; this program has received an award from the Beverly Foundation. The Portage Senior Center, Covenant Senior Day Program and South County Senior Services also provide transportation services for their clients within their specific regions of the county.

Residents of the city of Kalamazoo have quite a number of transportation options, and service is not limited to business hours. However, outside the city, service is limited, with few options for transportation beyond NEMT. With service in the out-county areas being taken over by MTA, it is not possible to comment at the time of this report on the level of service in these areas.

### **Recommendations for the Region:**

1. Increase coordination between the city and county transit providers. Currently, city and county residents are served by separate transportation systems. City residents have much more comprehensive service, but they have no good way of getting to out-county areas. County residents can get into the city more easily than city residents can get to the out-county areas, but county residents have much more limited transportation service overall. Increasing coordination between these systems would enhance transportation options for everyone in Kalamazoo County.
2. Increase transportation resources available to out-county residents. This could be done through a countywide transit millage. Currently, transportation services are much more comprehensive within the city of Kalamazoo.

**Region 3A Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Area Agency on Aging 3B	Kalamazoo	\$121	OSA			DS	269-373-5147	Judy Sivak
Covenant Senior Day Program	Kalamazoo					CL	269-324-3250	
Kalamazoo County Human Services	Kalamazoo	\$1,146,040	Act 51, LF	101,350	85,502	PT	269-384-8050	Peter Lenz
Kalamazoo Metro Transit System	Kalamazoo	\$9,114,333	Act 51, TM	2,923,434	19,089	PT	269-337-8201	
Portage Senior Center	Kalamazoo (Portage)	\$6,182	AAA			V, NEMT, GO	269-329-4555	Josephine L. Arnold
Senior Services, Inc.	Kalamazoo	\$29,084	AAA			V, NEMT, GO	269-382-0515	Tracie Wheeler
Shepherd's Center	Kalamazoo (Comstock)	\$9,000	Fundraise	2,050	2,050	V, NEMT, GO	269-383-1122	Joanne DeKoek
South County Senior Services	Kalamazoo	\$559	AAA			NEMT	269-649-2901	
<b>Totals</b>		<b>\$10,305,319</b>		<b>3,026,834</b>	<b>106,641</b>			

**Region 3A County Statistics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
<b>Kalamazoo</b>	<b>27,148</b>	<b>238,603</b>	<b>11%</b>	<b>37,202</b>	<b>247,450</b>	<b>15%</b>	<b>10,054</b>

**Region 3A County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
<b>Kalamazoo</b>	<b>\$281,621</b>	<b>\$10,577,940</b>	<b>\$44.33</b>	<b>3,026,834</b>	<b>106,641</b>	<b>4%</b>	<b>2.87</b>

## **Region 3B Analysis**

### **Service Summary**

Region 3B is composed of Barry and Calhoun counties, which are mostly rural outside of Battle Creek, the major urban center.

The urbanized area of Battle Creek has a substantial public transit system. There are limited options for senior transportation outside Battle Creek, including a countywide public transit system in Barry County, but finding transportation for services beyond NEMT is difficult.

### **County-By-County Analysis:**

#### **Barry**

Barry County's countywide public transit system, Barry County Transit, provides accessible demand response service to the entire county. However, the farther one goes into the rural areas of the county, the lower the level of transportation service. Hours are limited to business hours. If a consumer is somewhat flexible with regard to time, finding a trip within the county is usually possible. The transit system also provides out-of-county runs for \$35 per hour if a bus is available.

The Barry Department of Aging also provides transportation for NEMT through volunteers. Most of these trips are for out-of-county service. A local church also provides limited volunteer transportation for any purpose, but rides are limited by volunteer availability.

The main barriers to finding transportation in the county are an almost complete lack of evening and weekend service, and limited options for transportation other than NEMT, especially in the out-county areas. Finding dialysis and chemotherapy/ radiation trips is also challenging, as most of these trips are out-of-county.

#### **Calhoun**

Calhoun is centered by Battle Creek, which has a public transit system, Battle Creek Transit. It provides transit service to the cities of Battle Creek and Springfield, and the townships of Bedford, Emmett, and Pennfield. It provides both line haul and paratransit bus service. Teletransit provides Battle Creek Transit's paratransit service, which is primarily for seniors and people with disabilities but open to the public if space is available.

The line haul and Teletransit system operate during business hours Monday through Saturday, and there is also an evening DAR for \$5 one-way until 11:30 p.m. Monday through Friday. There is no service on Sunday. The city of Marshall has a public transit system, which provides demand response service within Marshall. It has a perpetual millage established to provide funding.

Marion Burch, Community Action Agency of South Central Michigan and Community Inclusive Recreation also have vans that provide door-to-door service, primarily for NEMT and their own programs. Burnham Brook Center and Senior Services, Inc. have vans that provide door-to-door service, primarily for NEMT and their own programs, although they will also provide some trips for groceries and other errands.

**Recommendations for the Region:**

1. Create countywide transit service in Calhoun County so riders can travel throughout the county.
2. Expand rural transportation option such as by enhancing volunteer programs and increasing public transit service.

**Region 3B Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Barry County Dept. On Aging	Barry	\$15,000	AAA, SM	626	626	V, NEMT	269-948-4856	Tammy Pennington
Barry County Transit	Barry	\$516,718	Act 51	77,214	12,999	PT	269-948-8174	Joseph Bleam
CAA of South Central Michigan			SS					
Thornapple Valley Church	Barry		Private			V	269-948-2549x125	Bill and Terry Nesbit
Battle Creek Transit	Calhoun	\$3,793,399	Act 51, SS	544,097	107,622	PT	269-966-3477	
Burnham Brook Center	Calhoun		SM, SS			NEMT, ST	239-966-2566	Jolene English
Community Inclusive Recreation			SS					
Lifeways - Behavioral Health	Calhoun					CI	800-284-8288	
Marion Burch	Calhoun		SS					
Marshall, City of	Calhoun	\$310,978	Act 51, TM	51,022	16,074	PT	269-781-3975	Deborah Walbeck
<b>Totals</b>		<b>\$4,636,095</b>		<b>672,959</b>	<b>137,321</b>			

**Region 3B County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Barry	6,696	56,755	12%	11,413	60,413	19%	4,717
Calhoun	18,857	137,985	14%	24,421	147,229	17%	5,564
<b>Totals</b>	<b>25,553</b>	<b>194,740</b>	<b>13%</b>	<b>35,834</b>	<b>207,642</b>	<b>17%</b>	<b>10,281</b>

**Region 3B County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
Barry	\$68,277	\$599,995	\$10.57	77,840	13,625	18%	1.37
Calhoun	\$192,524	\$4,296,901	\$31.14	595,119	123,696	21%	4.31
<b>Totals</b>	<b>\$260,801</b>	<b>\$4,896,896</b>	<b>\$25.15</b>	<b>672,959</b>	<b>137,321</b>	<b>20%</b>	<b>5.37</b>

## **Region 3C Analysis**

### **Service Summary**

Region 3C is composed of Branch and St. Joseph counties. Both counties are rural in nature with some small towns. Both also border another state, Indiana, and have some need for trips over the state border.

Both counties also have countywide public transit systems. A millage funds Branch County's transportation system. Rides are available, but finding a ride at the time that a consumer wants one may be difficult, especially in out-county areas.

### **County-By-County Analysis:**

#### **Branch**

Branch has a countywide, millage funded, accessible public transit system. The transit agency provides services to senior and disabled individuals through specialized services funding. It is a combination of semi-fixed routes, which will deviate to pick people up, and demand response service. The transit system also provides adult day care transportation through AAA funding.

The COA also provides limited transportation service through a van it owns, driven by volunteers. It is supported through private fundraising, and resources are very limited. Trips are almost all for NEMT purposes.

Transportation service is available to everyone in the county; usage is higher where the funds are available. The main barrier is that transportation is limited to business hours, and can be difficult to secure because of limited availability, especially in out-county areas. Transportation options for out-of-county services are also very limited.

#### **St. Joseph**

St. Joseph is served by a countywide transit service that has been in existence for only a few years. It provides contractual and demand response transportation service during business hours. The service was started in 2002 by combining buses owned by ARCH, Inc. and the Commission on Aging. Previously, only specialized service was available to the residents of the county. By combining both fleets, service was made available to all residents within the county.

The COA also provides transportation service, using volunteers for NEMT, and subsidizing 100 rides per month on the transit system for seniors.

The countywide transportation system lacks dedicated millage funding, resulting in limits on the transportation service that can be provided. Transportation is limited to business hours, and can be difficult to secure, especially in out-county areas.

**Recommendations for the Region:**

1. Increase NEMT resources available for out-of-county trips. There are currently few out-of-county options, especially in Barry County, although many needed medical services are in neighboring counties.
2. Increase resources available for the public transit system in St. Joseph County. While the service is countywide, it lacks a dedicated transit millage, limiting the amount of transportation service it can provide.

**Region 3C Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Branch Area Transit Authority	Branch	\$885,533	Act 51, AAA, SS	97,387	22,881	PT	517-279-8671	Kara Derrickson
Branch County COA*	Branch	\$7,000	Fundraise	263	263	V, ST	517-279-6565	
ARCH Inc.	St. Joseph	\$12,800	SS	4,007	0	CL	269-651-8527	
St. Joseph County COA	St. Joseph	\$18,560	AAA, SS	1,417	1,413	V, NEMT	269-279-8083	
St. Joseph County Transportation Authority	St. Joseph	633,060	Act 51	56,746	14,211	PT	269-273-7808	Russ Lavery
Totals		\$1,556,953		159,820	38,768			

\* October 2003 – July 2004

**Region 3C County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Branch	6,002	45,787	13%	7,934	48,230	16%	1,932
St. Joseph	8,097	62,422	13%	11,771	64,265	18%	3,674
<b>Totals</b>	<b>14,099</b>	<b>108,209</b>	<b>13%</b>	<b>19,705</b>	<b>112,495</b>	<b>18%</b>	<b>5,606</b>

**Region 3C County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
Branch	\$82,031	\$974,564	\$21.28	97,650	23,144	24%	2.13
St. Joseph	\$168,281	\$832,701	\$13.34	62,170	15,624	25%	1
<b>Totals</b>	<b>250,312</b>	<b>1,807,265</b>	<b>\$16.70</b>	<b>159,820</b>	<b>38,768</b>	<b>24%</b>	<b>1.48</b>

## **Region 4 Analysis**

### **Service Summary**

Region 4, made up of Berrien, Cass and Van Buren counties, is a combination of mid-to small sized towns and fairly rural areas, although densities are higher than those found in northern Michigan rural areas.

All three counties have countywide public transit service, although none is supported by a millage. There are a number of transportation options in the region, especially in Berrien County, including a network of senior centers providing transportation services. Notably, the amount of OSA funding going to public transit in Region 4 is higher per capita than anywhere else in the state.

### **County-By-County Analysis:**

#### **Berrien**

Berrien County has the most extensive transportation network for seniors in the region. There are four public transit agencies: the Twin Cities DAR covering Benton Harbor and St. Joseph the Buchanan DAR covering Buchanan the Niles DAR covering Niles and Berrien Bus, covering the remainder of the county. The county also has an extensive network of senior centers, most of which provide transportation service through senior millage funding and OSA funding. They provide senior center transportation as well as NEMT and errand transportation within their communities.

The urban areas have extensive Dial-A-Ride service, which can be booked on the same day, making it very convenient. Niles Dial-A-Ride offers service well into the evenings and on Sundays. Twin Cities DAR ends service in the early evening and does not have Sunday service.

Regional coordination is a primary barrier. Because there are four different transportation services in the county with four different funding sources, service is fragmented, especially for the general public. Getting from a home in Benton Harbor to a destination in Niles can mean taking three different buses. Senior center transportation services fill some gaps, but availability is limited, especially for longer trips.

Another barrier is service availability. Outside of Niles, none of the services, including the senior centers, provide regular evening or Sunday service. Berrien Bus has no countywide millage to support it and is stretched thin as a result.

#### **Cass**

Cass County has countywide public transit, the Cass County Transportation Authority, and a small DAR service in Dowagiac. The COA provides supplemental transportation services for seniors for out-of-county NEMT trips.

The COA also contracts with the public transit system to provide one shopping trip per month and rides to adult day care services.

The main barrier in the county is a lack of resources. The countywide service provides some flexible fixed routes and demand response throughout the county, but ride availability is not guaranteed. The COA gives supplemental transportation for seniors, but only about 250 trips per year. There is no evening or weekend service.

Out-of-county transportation is also largely unavailable. Because Cass is a rural county, many of the necessary services are in adjoining counties or the adjoining state. The only service addressing this problem is COA, and its program is limited in size.

### **Van Buren**

The most rural county in the region, Van Buren, has a countywide transit system, Van Buren Public Transit, which provides demand response transportation throughout the county. The COA also brokers volunteer out-of-region medical trips, but does not reimburse the volunteers for their services.

The main barrier in Van Buren is a lack of resources. There is no funding for senior-specific transportation. Evening and weekend public transit service is non-existent. Out-of-county transportation is also scarce, limited to strictly volunteer transportation service through the COA.

### **Recommendations for the Region:**

1. Increase coordination of services throughout the region. This is particularly important in Berrien County where there are four separate transit agencies and an array of human service transportation options. Transportation between counties is also a problem, particularly in Cass and Van Buren counties, because many needed services are outside the county.
2. Increase hours of availability of public transit in Benton Harbor and St. Joseph. This urbanized area lacks evening or Sunday transportation options, which is a barrier in an area this size.
3. Provide expanded countywide public transit services, especially in Cass and Van Buren counties. The rural areas of all three counties have limited transportation options, especially for trips beyond the senior centers and NEMT. More resources are needed to meet transportation demand. One way to implement this is through passage of a countywide transit millage.

**Region 4 Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Berrien County	Berrien	\$1,154,103	Act 51	149,035	3,444	PT	269-471-1100	Dennis Schuh
Buchanan Dial-A-Ride	Berrien	\$124,594	Act 51, TM	17,949	4,798	PT	269-683-8282	Judy Phillips
Central County Center for Senior Citizens	Berrien	\$20,000	AAA, SM	10,000	10,000	ST	269-4712017	
Medic 1 Ambulance	Berrien						616-925-2141	
Niles Dial-A-Ride	Berrien	\$412,807	Act 51, TM	138,237	23,302	PT	269-683-8282	Judy Phillips
River Valley Senior Center	Berrien	\$10,000	AAA, SM			ST	269-469-4556	
Senior Citizens Center -- Benton Harbor	Berrien		SM			ST	269-927-2497	
Senior Citizens Center -- Buchanan	Berrien	Local Match 87478	SM			ST	269-695-7110	
Senior Citizens Services -- Niles	Berrien		SM			ST	269-683-9380	
Senior Nutrition Services	Berrien	\$10,000	AAA			MT	269-925-0137	
St. Joseph-Lincoln Senior Center	Berrien		SM			ST	269-983-77868	
Twin Cities Area Transportation Authority	Berrien	\$1,362,144	Act 51, TM	154,615	49,140	PT	269-927-2268	
North Berrien Senior Center	Berrien	\$10,000	AAA			V, ST	269-468-3366	Bob Wooley
Care-A-Van / Coloma Ambulance	Berrien / Van Buren	47,337	AAA				269.468.2273	
SW Michigan CAA	Berrien / Cass / Van Buren	20,000	AAA				269-925-9077	
Cass County COA	Cass	\$5,450	AAA, SM	250	250	V, NEMT	269-445-8110	
Cass County Transportation Authority	Cass	\$468,545	AAA, Act 51	45,642	9,061	PT	269-445-2455	Julie Hartman
Dowagiac Dial-A-Ride	Cass	\$156,953	Act 51, TM	24,052	9,898	PT	269-782-3300	Harold Munson
Van Buren Public Transit	Van Buren	\$707,005	Act 51	52,392	9,494	PT	269-427-7377	William Olney
South Haven Area Senior Services	Van Buren		SM	175	175	V, NEMT	269-637-3607	Kathy Peart
<b>Totals</b>		<b>\$4,508,938</b>		<b>592,347</b>	<b>119,562</b>			

**Region 4 County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Berrien	23,449	162,453	14%	27,793	158,914	17%	4,344
Cass	6,927	51,104	14%	9,711	50,229	19%	2,784
Van Buren	9,373	76,263	12%	15,466	95,757	16%	6,093
<b>Totals</b>	<b>39,749</b>	<b>289,820</b>	<b>14%</b>	<b>52,970</b>	<b>304,900</b>	<b>17%</b>	<b>13,221</b>

**Region 4 County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
Berrien	\$413,433	3,547,417	\$21.84	469,836	90,684	19%	2.89
Cass	\$85,182	\$722,796	\$14.01	69,944	19,209	27%	1.37
Van Buren	\$251,727	\$989,067	\$12.57	52,567	9,669	18%	0.69
<b>Totals</b>	<b>\$750,342</b>	<b>\$5,259,279</b>	<b>\$18.15</b>	<b>592,347</b>	<b>119,562</b>	<b>20%</b>	<b>2.26</b>

## **Region 5 Analysis**

### **Region Summary**

Region 5 contains Genesee, Lapeer and Shiawassee counties. Genesee County has a major urban center in the city of Flint, surrounded by largely rural areas punctuated by small towns and villages through the remainder of the region.

Genesee County possesses countywide transportation service, while both Shiawassee and Lapeer have transportation services that serve most of their respective counties, but are not truly countywide. The region also boasts a number of smaller specialized transportation programs and senior transportation programs, although these programs are smaller than in other comparably sized rural areas.

### **County-By-County Analysis:**

#### **Genesee**

Genesee has a well-established transportation system, Mass Transportation Authority. It is a truly countywide system, with fixed route and demand response systems in the urbanized Flint area. Additionally, there are hub stations located throughout the county that serve their respective areas with vans, as well as shuttles that take people from the hub into Flint. The demand response service in the city and the county is known as the “Your Ride” service. Funding for the system is two-tiered, one millage rate for the entire county and an additional millage for city residents. This allows for residents to pay rates for transit service appropriate to the level of service they receive.

A number of other programs provide senior transportation, including RSVP, Jewish Family Services, and local senior centers. Jewish Family Services operates a program called Highway to Health, which provides out-of-county NEMT trips. RSVP provides some NEMT volunteer-based transportation, although it is facing cuts due to a shortage of drivers. Many local senior centers provide transportation, although it is limited to errand transportation. A number of specialized providers provide trips for specific purposes, including NEMT, senior center transportation, and a foster grandparents program. One specialized transportation provider, Jewish Community Services, also provides out-of-county NEMT.

The main weakness is that the services can be overextended at times. For example, the regional “Your Ride” system is often fully booked. Also, figuring out which transportation program to use can be difficult, due to the number of available services.

## **Lapeer**

The Greater Lapeer Transit Authority (GLTA) provides demand response service to the city of Lapeer and four surrounding townships (Elba, Lapeer, Mayfield, and Oregon). No public transit provider serves the remainder of the county, although GLTA also receives contracts for some service to the rest of the county.

However, there are senior transportation options. The Lapeer Department on Aging operates a van that provides errand transportation for seniors throughout the county, focusing on NEMT. It is funded through the senior millage. In previous years it was forced to cut service due to reduced funding, but a recent senior millage increase means that service levels are being restored. Additionally, the Red Cross operates the Med-A-Ride van, which provides NEMT through a van operated by volunteers, and will provide out-of-county NEMT. None of the above service operates on evenings or Sundays.

## **Shiawassee**

The Shiawassee Area Transit Authority (SATA) serves Shiawassee County. It was formed about five years ago under the regional Intermediate School District, which realized the need for local transit service. It is not a truly countywide service, although it has provided some level of service to all municipalities in the county in the past. It receives millage and general fund support from a number of local municipalities, including Durand, Corunna, Perry, and Owosso. It also receives funds from some area townships and the town of Laingsburg through a nonprofit organization, Looking Glass.

SATA provides demand response service Monday through Friday until 10:00 p.m. throughout the county, and some limited weekend service. SATA also provides specialized service transportation for seniors, which is funded by a grant from the COA. Service is primarily in the communities funding the service, but other parts of the county do receive limited service for a higher fare.

## **Recommendations for the Region:**

1. Implement countywide transportation systems in all three counties. Genesee already has countywide transportation, but Shiawassee and Lapeer do not, so many residents in the out-county areas have no public transit.
2. Enhance or implement volunteer transportation programs, especially for out-of-county NEMT. Volunteer driver programs exist in the region to provide NEMT for in and out-of-county trips, but they are limited in scope. More options are needed to provide out-of-county trips and provide escorted transportation.

**Region 5 Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Carmen Ainsworth-Flint Twp.	Genesee	\$11,963	SS	2,594	1,793	ST		
Catholic Outreach	Genesee					NEMT	810-243-4693	
Center for Gerontology	Genesee	\$32,000	SS	11,656	8,573	AD	810-767-7080	
Center for Gerontology / Medical	Genesee	\$20,320	SS	4,678	3,642	NEMT	810-767-7080	
City of Flint Parks and Recreation	Genesee	\$13,788	SS			ST	810-766-7463	
Eastside Senior Citizens Association	Genesee	\$7,567	SS			ST	810-250-5000	
Family Service Agency of Genesee Co (FG)	Genesee	\$32,411	SS	11,652	5,087	CL	810-767-4014	
Flint Mass Transportation Authority	Genesee	\$10,697,242	Act 51, TM	3,325,845	212,386	PT	810-767-6950	Kim Murphy
Flint Mass Transportation Authority	Genesee	\$8,000	SS			PT	810-767-6950	Kim Murphy
Genesee Council of the Blind, Inc.	Genesee	\$10,000	SS			CL	810-789-2265	
Genesee County Association for Retarded Citizens	Genesee	\$90,000	SS	41,064	3,540	CL	810-238-3671	
Jewish Community Services	Genesee	\$15,000	SS	4,500	2,457	ST, MT, NEMT	810-767-5922	
Montrose Community Center	Genesee	\$11,000	SS	3,502	2,927	ST	810-639-6168	
Visually Impaired Center	Genesee	\$14,600	SS			CL	810-235-2544	
American Cancer Society	Genesee					CL	810-733-3702	
Davison-Richfield Senior Center	Genesee					V, NEMT	810-658-1566	Christine Kautz
Heart of Senior Citizens Service	Genesee	\$15,000	SS	4,865	4,865	V, ST	810-785-2270	Gayle I. Reed
RSVP of Genesee and Shiawassee	Genesee and Shiawassee		AAA	100	100	V, NEMT	810-760-1092	Karen Reid
Greater Lapeer Transportation Authority	Lapeer	\$1,442,342	A51	178,664	10,563	PT	810-664-4566	Fred Luke
Lapeer Red Cross Med-A-Ride	Lapeer					V, NEMT	810-232-1401	
Lapeer County Dept. of Senior Activities	Lapeer	\$34,000	SM	594	594	ST	810-724-6030	Jan Coffey
Lapeer Teamwork Inc.	Lapeer	\$16,863		34,420	0	CL	810-664-2710	
Shiawassee Area Transportation Authority	Shiawassee	\$765,317	TM, A51, SS	51,904	15,299	PT	989-729-2687	
Looking Glass	Shiawassee			457	355	CL	989-651-6846	
Shiawassee Area Transportation Authority	Shiawassee	\$59,824	SS				989-729-2687	
Shiawassee County COA	Shiawassee		SS	8,360	8,360	ST	989-723-8875	Bob Bluedorn
Shiawassee Regional Education Services	Shiawassee		SS	3,109	0	CL	989-743-3471	
The ARC Shiawassee Co Inc.	Shiawassee		SS	2,745	0	CL	989-723-7377	
<b>Totals</b>		<b>\$13,297,237</b>		<b>3,690,709</b>	<b>280,541</b>			

**Region 5 County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Genesee	50,607	436,141	12%	67,318	418,957	16%	16,711
Lapeer	8,399	87,904	10%	17,532	111,526	16%	9,133
Shiawassee	8,581	71,687	12%	13,192	72,150	18%	4,611
<b>Totals</b>	<b>67,587</b>	<b>595,732</b>	<b>11%</b>	<b>98,042</b>	<b>602,633</b>	<b>16%</b>	<b>30,455</b>

**Region 5 County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
Genesee	\$764,012	\$11,742,903	\$26.92	3,410,456	245,370	7%	4.85
Lapeer	\$118,182	\$1,611,387	\$18.33	213,678	11,157	5%	1.33
Shiawassee	\$87,998	\$913,139	\$12.74	66,575	24,014	36%	2.8
<b>Totals</b>	<b>\$970,192</b>	<b>\$14,293,164</b>	<b>\$23.99</b>	<b>3,690,709</b>	<b>280,541</b>	<b>8%</b>	<b>4.15</b>

## **Region 6 Analysis**

### **Service Summary**

Region 6, including Clinton, Eaton and Ingham counties, is centered in Lansing, with rural areas extending from Lansing to all three counties. All the counties have countywide public transit service, with transit millages in place in Eaton and Ingham counties. Tri-County RSVP provides supplemental transportation for seniors, primarily for volunteer trips for medical appointments and other errands in all three counties, funded through OSA. It also has a program that reimburses drivers who take two or more seniors to nutrition sites.

Because the public transit systems are so comprehensive, there is less need for non-public transit transportation programs. The public transit service in the region is as extensive as anywhere in Michigan, particularly in the Lansing and East Lansing areas.

The biggest gap in the area is difficulty moving across county lines. Because Region 6 is centered on Lansing, the need to travel between counties is frequent. It can be done, but usually requires a transfer between systems, skillful planning and time. Service has improved as all three public transit systems in the region recently signed an agreement so that they can make trips for their riders into all three counties. The other barrier is that service hours decrease in the rural parts of the region to Monday through Friday 8:00 a.m. – 5:00 p.m.

### **County-By-County Analysis:**

#### **Clinton**

Clinton County is overall fairly rural. It has the lowest level of transportation, primarily because it has no countywide millage to support public transit. A millage election to support the system was narrowly defeated in November 2004. The transit system does provide countywide service and service into the Lansing area. The RSVP transportation program supplements the public transit service with transportation for NEMT and other errands. Voters approved a countywide transportation millage in August 2005.

#### **Eaton**

Eaton has a countywide public transit system and a countywide millage. Service for residents during normal business hours is good, and the transit agency will bring people into the Lansing area and connect them with Capital Area Transportation Authority (CATA). The RSVP transportation program supplements the public transit service with transportation for NEMT and other errands.

## **Ingham**

The Lansing area has a very comprehensive public transit system. Capital Area Transit Authority provides fixed route and paratransit to the Lansing urbanized area, and its service is as comprehensive as any in Michigan. The service is countywide and supported by a substantial countywide millage. Routes run throughout the area, and Sunday and evening service is available. Transportation to and from rural parts of the county is a combination of demand response and regular routes. Additionally, CATA has good interaction with its riders and a very strong Local Advisory Council. CATA paratransit service is not available to seniors unless they qualify under the Americans with Disabilities Act.

Transportation for seniors in Ingham is supplemented by the RSVP transportation service and the Cristo Rey Senior Center, which also provides some transportation to seniors for NEMT and other errands.

### **Recommendations for the Region:**

1. Increase coordination of services throughout the region. This is a primary barrier in the region. Measures should be taken to make the transfer between transit systems in the tri-county area as seamless as possible. Solutions could be as drastic as forming a regional transit system, but a more intermediate step may be dedicated transfer points and regular routes to those points.

**Region 6 Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Clinton Area Transit System	Clinton	\$460,084	A51, TM	42,783	7,101		989-224-8127	Steven Leiby
Eaton County Transportation Authority	Eaton	\$2,203,546	A51, TM	160,232	16,738	PT	517-543-3040	Linda Tokar
Lansing Area AIDS Network	Eaton, Ingham and Clinton					CL	517-394-3719	
RSVP of Ingham, Eaton and Clinton	Eaton, Ingham and Clinton	\$11,375	AAA	7,500	7,500	V, MT, NEMT	517-887-6116	Janet Clark
Capital Area Transportation Authority	Ingham	\$25,177,638	A51, TM, SS	8,717,575	111,904	PT	517-394-1100	Sharen Blowers
Cristo Rey Senior Center	Ingham					V, SC	517-371-1700	
Volunteer Center of Mid-Michigan	Ingham					NEMT, ST	517-372-4020	
Waverly 39er's Club	Ingham					SC	517-484-5600	
<b>Totals</b>		<b>\$27,852,643</b>		<b>8,928,090</b>	<b>143,243</b>			

**Region 6 County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Clinton	7,034	64,753	11%	11,443	66,273	17%	4,409
Eaton	11,751	103,655	11%	20,686	117,413	18%	8,935
Ingham	26,251	279,320	9%	33,085	279,956	12%	6,834
<b>Totals</b>	<b>45,036</b>	<b>447,728</b>	<b>10%</b>	<b>65,214</b>	<b>463,642</b>	<b>14%</b>	<b>27,505</b>

**Region 6 County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
Clinton	\$76,088	\$539,962	\$8.34	45,283	9,601	21%	0.7
Eaton	\$145,779	\$2,353,115	\$22.70	162,732	19,238	12%	1.57
Ingham	\$408,867	\$25,590,300	\$91.62	8,720,075	113,404	1%	31.22
<b>Totals</b>	<b>\$630,734</b>	<b>\$28,483,372</b>	<b>\$63.62</b>	<b>8,928,090</b>	<b>142,243</b>	<b>2%</b>	<b>19.94</b>

## **Region 7 Analysis**

### **Service Summary**

Region 7 is an 11 county region with a combination of medium-sized towns and very rural areas. The main concentration of population is in the tri-city area of Bay, Midland and Saginaw. Transportation service ranges from very good in Midland and Isabella counties to very sparse in some of the more rural counties.

One regional project is T-CUPs, which is working to provide regional connections to the public between Bay, Midland and Saginaw counties. This is a project of the Mid-Michigan Center for Independent Living and has successfully linked Midland and Saginaw counties. The ultimate goal of the project is to create a transfer center to facilitate regional travel between the Bay City, Midland and Saginaw areas.

### **County-By-County Analysis:**

#### **Bay**

Bay Metro Transportation Authority provides a combination of line haul routes in Bay City, Essexville, Kawkawlin, Linwood, Pinconning, University Center, and the city of Standish in Arenac County. It also operates a paratransit service for people who cannot use the line haul system, including seniors.

Bay Department of Aging provides some volunteer NEMT trips, about 300 per year, but cannot reimburse the drivers. It offers out-of-county trips, but does not have the resources to provide all requested out-of-county trips.

Bay Metro is working to increase regional connections and currently connects to the Saginaw transit system. However, meeting the demand for escorted transportation and out-of-county NEMT remains a problem.

#### **Clare**

Clare County has a demand response public transit system within the county. Out-of-county NEMT is provided through volunteers at the COA. Routine medical trips and in-county Monday through Friday trips are fairly well covered by these systems, but there currently are very few options besides family and friends for frequently scheduled trips, such as for dialysis and cancer treatments.

#### **Gladwin**

The public transit service provides demand-response service to the cities of Beaverton and Gladwin and the immediate surrounding areas. Flexible route and fixed schedule service is provided four times daily to out-county areas. This is

supplemented by out-of-county NEMT provided through volunteers from the COA. As with Clare County, recurring medical trips to out-of-county destinations are a barrier.

### **Gratiot**

Gratiot County has no countywide public transit service. The cities of Alma and St. Louis and their immediate surrounding areas have DAR service for everyone. However, the only other option for Gratiot seniors are COA volunteer transportation and the Handicapper Information Council, which provides some transportation for seniors, including recurring medical trips. However, COA transportation is largely limited to NEMT, so there are no options for seniors outside of Alma and St. Louis to travel for any other purpose.

### **Huron**

Huron is served by a countywide demand response public transit system, and by the regional Human Development Commission that provides some NEMT. The transit system is millage-supported, but at the lowest transit millage level in the state (0.02 mils), and can only provide limited transportation service.

### **Isabella**

Isabella County has one of the highest levels of transportation service for seniors in the state. It has an extensive countywide public transit system and a COA that provides supplemental NEMT and errand trips through volunteers, including out-of-county transportation. The transit system provides DAR service well into the evening in Mt. Pleasant and flexible route transportation five times per day throughout the county, seven days a week. However, it provides only limited service to adjoining counties.

The main barrier is that transportation is not as available in the more rural areas, especially outside of business hours. However, it should be noted that rides per senior in Isabella County is higher than anywhere else in Michigan, indicating a very high level of transportation availability and use by seniors.

### **Midland**

Midland County has an extensive transportation service, especially for seniors. This is in part due to a large and affluent senior population in the city; most are retirees of Dow Chemical. Midland Senior Services has 20 vans that provide volunteer transportation for Midland seniors throughout the city and county, as well as DAR, which provides transportation throughout the city and county for city residents.

Midland County Connection, a demand response service, provides transportation throughout the county and into the city for residents outside the city. This service is not nearly as extensive as the city service, but covers all county residents.

### **Saginaw**

The main sources of transportation for seniors in Saginaw are the public transit system, Saginaw Transit Authority Regional Service (STARS) and the COA. The system recently passed a transit millage after a failed attempt in 2004. A number of service cuts were made because of the previous failed millage, but the recent millage success will ensure some funding stability. The millage is only for city residents, leaving very limited transportation service for the out-county area.

The COA tries to fill service gaps through NEMT trips, through a door-to-door transportation service. However, its resources are stretched tight and many trips that are not NEMT must be denied. There are also a few other small Specialized Transportation providers for seniors, mainly associated with specific programs.

### **Sanilac**

Sanilac has a countywide transportation system, the Sanilac Transportation Corporation, and volunteer NEMT transportation provided by the Human Development Commission.

### **Tuscola**

Tuscola has very limited transportation service. Caro Transportation Authority provides service to the city of Caro and the immediate surrounding areas, but very limited public transit exists beyond this.

The Human Development Commission provides some NEMT transportation to the entire county, but trips for purposes beyond this are not available.

### **Recommendations for the Region:**

1. Increase transportation coordination and connections in the tri-city region, Bay City, Midland and Saginaw. This region is tied closely together, and connections using public transit are increasing. However, seamless transportation between these cities is not yet fully realized.
2. Increase rural transportation service availability, especially in Tuscola and Gratiot counties. These counties do not provide countywide transit service and have very limited transportation options. Other counties also have very limited service in the out-county regions.

**Region 7 Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Bay County Division on Aging	Bay			300	300	V, ST	989-895-4100	Debbie
Bay Metro Transportation Authority	Bay	\$6,439,800	PT	644,324	70,336	PT	989-894-2900	
Clare County Transit Corporation	Clare	\$982,983	Act 51, TM	130,887	21,325	PT	989-539-1474	Tom Pirnstill
Clare and Gladwin COA	Clare / Gladwin	\$2,500	LF	330	330	V, NEMT	800-952-0056	Ellen Polzien
Gladwin City/County Transit	Gladwin	\$1,216,610	Act 51, TM	106,043	12,698	PT	989-426-6751	Dennis Vannest
Alma Dial-A-Ride	Gratiot	\$548,973	Act 51, TM	63,516	8,990	PT	989-463-6016	Randy Sumner
Gratiot County COA	Gratiot	\$13,024	SM	1,000	1,000	V, NEMT, ST	989-875-5146	Craig Zeese
Handicappers Information Council	Gratiot	\$38,150	SS	10,579	4,207		989-463-2384	
Huron Transit Corporation	Huron	\$1,353,373	Act 51	179,851	13,188	PT	989-269-2103	Ken Jimkoski
Human Development Commission, RSVP	Huron, Sanilac, Tuscola	\$14,096	AAA	1,000	1,000	V, NEMT	989-673-4121	Julia DeGuisse
Isabella County COA	Isabella	\$49,500	LF, Tribal	1,945	1,945	V, ST	989-772-0748	Brenda J. Upton
Isabella County Transportation Commission	Isabella	\$2,846,801	A51, TM	353,775	138,316	PT	989-773-2913	Jan Bauman
Midland County COA	Midland	\$14,001	AAA, SM			V, NEMT, ST	989-633-3700	Debbie Conarty
Midland County Connection	Midland	\$1,386,406	Act 51, LF	67,315	2,280	PT	989-631-5202	Lyn Knapp
Midland Dial-A-Ride	Midland	\$1,240,790	Act 51, TM	143,420	10,678	PT	989-837-6909	Karen Murphy
Healthsource Saginaw Inc.	Saginaw	\$4,593	SS	912	696		989-790-7742	
Lutheran Home of Frankenmuth	Saginaw	\$11,714	SS	2,588	2,588	CL	989-652-9951	
Saginaw CMHA	Saginaw	\$15,709	SS	12,972	0	CL	989-797-3400	
Saginaw COA	Saginaw	\$240,000	SS, SM, AAA	14,903	14,903	NEMT, ST	989-797-6876	Karen Courneya
Saginaw Transit Authority Regional Service	Saginaw	\$9,291,394	Act 51	895,881	60,191	PT	989-753-9531	
St Mary's Guardian Angel Respite and Day Care Service	Saginaw		SS	1,681	1,263	CL	989-753-0824	
Sanilac Transportation Corporation	Sanilac	\$2,564,748	Act 51	84,677	3,807	PT	810-657-9311	Onalee Pallas
Caro Thumbudy Express	Tuscola	\$557,163	A51, TM	65,261	12,037	PT	989-673-8488	Lois Sutton
Tri-City SER		\$13,235	AAA				989-497-2060	
<b>Totals</b>		<b>\$28,845,563</b>		<b>2,783,160</b>	<b>382,078</b>			

**Region 7 County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Bay	16,170	110,157	15%	22,378	105,830	21%	6,208
Clare	5,398	31,252	17%	8,576	36,939	23%	3,178
Gladwin	4,768	26,023	18%	8,522	31,101	27%	3,754
Gratiot	5,723	42,285	14%	7,221	39,478	18%	1,498
Huron	7,006	36,079	19%	8,216	33,939	24%	1,210
Isabella	5,722	63,351	9%	7,025	63,422	11%	1,303
Midland	9,975	82,874	12%	17,664	91,323	19%	7,689
Saginaw	28,331	210,039	13%	37,607	209,308	18%	9,276
Sanilac	6,865	44,547	15%	8,526	45,528	19%	1,661
Tuscola	7,450	58,266	13%	11,271	60,322	19%	3,821
<b>Totals</b>	<b>97,408</b>	<b>704,873</b>	<b>14%</b>	<b>137,006</b>	<b>717,190</b>	<b>19%</b>	<b>39,598</b>

**Region 7 County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides	Senior Rides % of total Rides	Rides / Person	Senior Rides / Senior
Bay	\$172,559	\$6,612,359	\$60.03	644,624	70,636	11%	5.85	4.37
Clare	\$151,217	\$1,135,450	\$36.33	131,052	21,490	16%	4.19	3.98
Gladwin	\$97,680	\$1,315,540	\$50.55	106,208	12,863	12%	4.08	2.7
Gratiot	\$49,427	\$649,574	\$15.36	75,095	14,197	19%	1.78	2.48
Huron	\$92,470	\$1,450,541	\$40.20	180,185	13,522	7%	4.99	1.92
Isabella	\$137,475	\$3,033,776	\$47.89	355,720	140,261	39%	5.62	24.51
Midland	\$115,762	\$2,756,959	\$33.27	210,735	12,958	6%	2.54	1.3
Saginaw	\$468,920	\$10,032,330	\$47.76	928,937	79,641	9%	4.42	2.81
Sanilac	\$113,733	\$2,683,179	\$60.23	85,010	4,140	5%	1.91	0.6
Tuscola	\$133,525	\$695,388	\$11.93	65,594	12,370	19%	1.13	1.71
<b>Totals</b>	<b>\$1,532,768</b>	<b>\$30,365,096</b>	<b>\$43.08</b>	<b>2,783,160</b>	<b>382,078</b>	<b>14%</b>	<b>3.95</b>	<b>3.92</b>

## **Region 8 Analysis**

### **Service Summary**

The Grand Rapids area is very urbanized with an extensive transportation system, while the remainder of Region 8 is very rural in nature and offers less transportation. Counties representing Region 8 are Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Newaygo and Osceola. Transportation for seniors is often better than for the rest of the community, as most of the services focus on senior transportation, but it is still limited. Some transportation for seniors in the rural areas does exist in each county, much of it provided through volunteer transportation networks. Many of the rural trips are to destinations outside the county, because the services that seniors need are often located in big cities outside the county. Many of the smaller cities in the region also have demand response or dial-a-ride service available, but generally only within the city limits.

### **County-By-County Analysis:**

#### **Allegan**

Allegan has two primary senior transportation providers, Allegan County Transportation Services, which provides demand response public transit, and the Resource Development Commission, which provides NEMT volunteer riders for seniors. The public transit system is a relatively new countywide transportation system, but it does not have dedicated countywide millage support. Most of its trips are for employment services and are not focused on senior transportation. The city of Saugatuck and Saugatuck Township have a demand response service, which provides good service for those municipalities.

#### **Ionia**

The city of Ionia and the city of Belding both have Dial-A-Ride services that serve those areas well. The Ionia DAR also provides Specialized Service transportation outside of these two areas. This service is mostly NEMT for people with disabilities and seniors. Out-of-county medical trips are also provided. Other trip types are provided, but there is very limited availability.

Overall, transportation service is good in Ionia and Belding, but very limited throughout the remainder of the county. The other towns in the county have extremely limited service for their size, including Portland, Saranac, and Lake Odessa.

#### **Kent**

The greater Grand Rapids area, including communities in the southwest portion of Kent County, has fairly extensive service for seniors. This includes The Rapids transit system, which provides comprehensive public transit system that provides

service well into the evenings and on weekends and a complementary paratransit system providing door-to-door service. The Rapid serves the urban core of Kent County, including East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker and Wyoming.

There are a number of other agencies also providing transportation to seniors, including the Red Cross, which provides volunteer NEMT, and Senior Neighbors, which provides transportation to the clients of the network of senior centers in the county.

Gaps do exist within the Grand Rapids urbanized area, however. Paratransit service for non-ADA eligible seniors is expensive, at \$7 a ride. While there are a number of transportation services available, many are for specific clients and/or purposes. It can be difficult to know which service to use or how to access it. Finally, transportation options from the urbanized Grand Rapids area into the out-county areas are limited.

Outside the greater Grand Rapids area, Kent County service is limited and there is no public transit provider. The Red Cross provides NEMT through volunteers and North Kent Transit provides limited demand response transportation to most of rural Kent County for seniors and people with disabilities. Also, The Rapid recently received a Job Access Reverse Commute grant, which is providing demand response transportation service throughout the county, primarily for work trips, but anyone can access the service provided there is room. While not a comprehensive service or with a guaranteed funding source, it does begin to extend transit services countywide. There are some other limited services to seniors in Rockford and Sparta, but no comprehensive system exists in the rural regions.

### **Lake**

Yates Township DAR provides transportation throughout Lake County. Its service recently expanded through a small countywide millage extending service to the entire county. Service is a combination of DAR, demand response and volunteer driver service. Lake County Senior Services (St. Ann's Church) also provides escorted volunteer transportation for seniors in the county.

### **Mason**

Mason County has the Ludington Mass Transportation Authority, which provides extensive demand response transportation service to the cities of Ludington and Scottville.

The transportation authority has very limited service beyond these city limits. The Scottville Senior Center and Central Mason School district also provide some transportation for seniors who live outside of Ludington and Scottville.

There was a millage election in 2004 that, if successful, would have created a greatly expanded Mason/Oceana transit system. Unfortunately, the millage narrowly failed, and transportation levels did not expand.

### **Mecosta**

Big Rapids DAR provides fairly extensive service but only within the city and to Ferris State University. Mecosta Public Transit System and the COA transportation system provide service outside of Big Rapids. The COA provides NEMT and errand trips through volunteers. It has a very tight budget, but is almost always able to fill requests through flexibility of provider and riders. There are few options for seniors who are non-ambulatory in the area outside of Big Rapids, as accessible transportation service is extremely limited.

### **Montcalm**

Greenville Transit provides demand response transportation in the city of Greenville as well as trips to the center of the county, which is available to everyone. However, only the COA provides transportation in the rest of the county. It provides only NEMT for the most part, through volunteer transportation, and is currently able to meet demand. However, demand for NEMT is growing, and resources are not. Transportation for purposes other than NEMT outside of Greenville is extremely limited.

### **Newaygo**

The Council on Aging is the only significant transportation provider in the county. It provides three types of service, bus service for group trips, van service for in-county NEMT trips and volunteer transportation service for out-of-county NEMT. Accessible NEMT transportation is available but transportation options for trips other than NEMT are limited. NEMT transportation for seniors in Newaygo is quite good because of the COA service, but transportation for other purposes is very limited, and transportation services for the general public are nonexistent.

### **Osceola**

Osceola County Area Transit provides demand response and route transportation throughout Osceola County. However, there are some areas, such as the northern part of the county around Marion, which receive very little transportation service. Senior use of the transit system is extremely low.

The Osceola COA provides senior transportation, mainly through volunteers for NEMT and errand trips such as groceries and meal site pick-up. It also operates buses that are mainly used for group trips, such as shopping and it has buses for group transportation outings.

Transportation options are available in the county, but service is somewhat limited, especially in the out-county regions.

**Recommendations for the Region:**

1. Increase coordination of services, especially in the urbanized Grand Rapids area. There are at least 15 transportation providers in the county. A task force is currently addressing this issue and has issued an RFP to study how to best coordinate transportation service.
2. Provide more resources to rural transportation services (COA), to increase the types of trip purposes and expand hours of service. Many COAs in the region provide most or all of the local transportation service available. Some are limited to NEMT trips, or must scramble to fill all of their trip requests. Expanding their resources will assure a good senior transportation network.
3. Work to implement countywide public transit throughout the region, as it has few comprehensive countywide systems. Currently, only Lake County has a countywide millage in place. To comprehensively meet the transportation needs of the counties in the region, countywide transportation millages are necessary.

**Region 8 Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Allegan County - Transportation Services	Allegan	\$11,631	A51, SS	170	122	PT	269-686-4529	Dan Wedge
Allegan County CMH	Allegan	\$40,353	SS	2,590	0	CL	269-673-6617	
Allegan County Resource Development Comm.	Allegan	\$74,918	SS, AAA	47,195	45,870	V, ST	269-673-3795	
Interurban Transit Authority	Allegan	\$499,872	A51	46,498	7,451	PT	269-857-1301	Cherie Giller
Love, INC.	Allegan					V, ST	616-895-5683	
Belding Dial-A-Ride	Ionia	\$221,340	A51	31,802	3,169	PT	616-794-4814	Suzanne Christensen
Ionia County COA	Ionia	\$19,908	AAA, SS, SM	3,358	1,999	V, ST	616-527-5365	Lynette Seiler
Ionia Dial-A-Ride	Ionia	\$344,192	A51, SS, JARC	45,351	6,250	PT	616-527-4000	Lynn Laffier
American Red Cross Of West Central Michigan	Kent	\$72,275	LF, SS, SM	45,736	14,069	V, NEMT	616-456-8661	
Area Community Service Employment & Training Council (ACSET)	Kent	\$52,372	SS	21,661	21,590	NEMT	616-696-2150	
City of Wyoming Senior Center	Kent	\$12,200	AAA	6,470	6,470	ET, RF	616-530-3190	
Goodwill Industries (Kent County)	Kent	\$19,226	SS	511	0	CL	616-532-4200	
Hope Network Inc.	Kent	\$208,126	SS, CL, SM	33,807	16,853	CL	616-243-0876	Dan Gowdy
Interurban Transit Partnership	Kent	\$20,739,799	A51, TM	5,833,794	228,593	PT	616-456-7514	
Kent County Community Mental Health	Kent	\$187,339	SS, CMH	192,767	0	CL	616-336-3765	
Native American Senior Services	Kent	\$10,000	SM	614	614	SC	616-458-4078	
North Kent Transit Service	Kent	\$126,040	CDBG, SS	7,879	4,000	ST	616-243-2783	Dan Gowdy
Rockford Seniors Unlimited	Kent					GT	616-863-6322	Marcia Stoz
Senior Neighbors	Kent	\$141,800	SS, SM, AAA	10,315	10,315	V, SC	616-459-6019	Robert Barnes
United Methodist Community House	Kent	\$32,490	AAA, SM	4,912	4,912	CL	616-452-3226	
Lake County Senior Services (St. Ann's Church)	Lake	\$9,807	AAA	963	963	V, NEMT	231-745-7201	
Yates Township Transportation System	Lake	\$1,327,628	A51, TM	174,020	17,404	V, PT	231-745-7322	Loretta Adams-Ashby
Ludington Mass Transportation Authority	Mason	\$894,489	A51, TM	135,664	26,530	PT	231-845-1231	Richard Collins

Mason County Central Schools	Mason	\$7,341	AAA	649	649	231-757-3713	
Scottville Area Senior Center	Mason					ET	
Big Rapids Dial-A-Ride	Mecosta	\$361,829	A51	56,633	10,799	231-796-8675	Debra Wilkinson
Mecosta County Area Transit	Mecosta	\$377,257	A51	30,209	292	231-796-4896	David Cope
Mecosta County COA	Mecosta	\$59,813	SS, LF, SM, AAA	5,708	5,708	231-972-2884	Karen A. Stillwell
Greenville Transit	Montcalm	\$309,951	A51, LM	54,927	25,087	616-754-5645	Mitch Anna
Montcalm County COA#	Montcalm	\$63,420	AAA, SM	5,920	5,920	989-831-7476	Diane Murray
Newaygo County COA*	Newaygo	\$191,759	SS, LF, CM, AAA	17,090	17,090	231-689-2100	Robert Sullivan
Osceola COA	Osceola	\$14,351	CM, AAA	13,000	13,000	231-734-5559	Loraine McCall
Osceola County Area Transit	Osceola	\$278,143	A51	21,031	128	231-796-4896	David Cope
<b>Totals</b>		<b>\$26,888,647</b>		<b>6,884,293</b>	<b>500,591</b>		

\*: 2002 Data

#: 2004 Data

### Region 8 County Demographics

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Allegan	11,725	105,665	11%	17,622	121,783	14%	5,897
Ionia	6,165	61,518	10%	9,741	65,473	15%	3,576
Kent	59,625	574,335	10%	84,127	667,360	13%	24,502
Lake	2,234	11,333	20%	3,737	12,675	29%	1,503
Mason	4,748	28,274	17%	5,590	28,229	20%	842
Mecosta	5,339	40,553	13%	5,760	41,407	14%	421
Montcalm	7,421	61,266	12%	10,691	70,361	15%	3,270
Newaygo	6,115	47,874	13%	9,303	61,018	15%	3,188
Osceola	3,284	23,197	14%	5,075	24,655	21%	1,791
<b>Totals</b>	<b>106,656</b>	<b>954,015</b>	<b>11%</b>	<b>151,646</b>	<b>1,092,961</b>	<b>14%</b>	<b>44,990</b>

**Region 8 County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
Allegan	\$109,420	\$736,194	\$7.01	96,453	53,443	59%	0.91
Ionia	\$49,747	\$814,165	\$13.23	112,597	15,884	14%	1.83
Kent	\$58,358	\$21,660,025	\$37.71	6,159,429	307,694	4%	10.65
Lake	\$75,795	\$1,413,230	\$124.70	174,983	18,367	10%	15.36
Mason	\$69,682	\$971,512	\$30.72	136,313	27,179	20%	4.8
Mecosta	\$92,121	\$891,020	\$21.97	92,550	16,799	17%	0.89
Montcalm	\$76,926	\$450,297	\$7.35	60,847	31,007	51%	0.99
Newaygo	\$130,666	\$322,425	\$6.73	17,090	17,090	100%	0.36
Osceola	\$54,353	\$346,847	\$14.95	34,031	13,128	39%	1.47
<b>Totals</b>	<b>\$717,068</b>	<b>\$27,605,715</b>	<b>\$28.83</b>	<b>6,884,293</b>	<b>500,591</b>	<b>7%</b>	<b>4.19</b>

## **Region 9 Analysis**

### **Service Summary**

Region 9 represents a very large geographic area, consisting of Alcona, Alpena, Arenac, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle and Roscommon counties. Region 9 is extremely rural in nature, with a few small to moderate-sized towns such as Gaylord and Alpena.

Transportation in the region presents great challenges because of the vast distances and low population densities. Outside the largest towns, transportation is scarce. Few areas in the region have weekend or evening service, and some areas have very few transportation options at all.

### **County-By-County Analysis:**

#### **Alcona**

Transportation in Alcona is very limited. Thunderbay Transportation Corporation provides some transportation throughout the county through a combination line haul, demand response system, but it is limited in availability, as it will only pick up riders when they already have a run through an area. The COA also arranges for volunteers to provide NEMT for in and out-of-county trips, but no reimbursement is given to the volunteers, and the service is quite limited. Overall, transportation is limited and existing resources are stretched.

#### **Alpena**

Transportation service outside of the city of Alpena is very limited. The city of Alpena is served by a millage-funded DAR service that provides extensive service within the city. Thunderbay Transportation Corporation serves the remainder of the county, but has limited service. The Senior Citizens Council provides some additional transportation through its home care workers, but has no dedicated transportation service.

#### **Arenac**

Arenac is served by Arenac Dial-A-Ride, which operates countywide demand response service with regular connections (six times per day) to fixed route service to Bay City operated by Bay Metro Transit. It has no senior-specific services.

### **Cheboygan**

Cheboygan has a countywide millage-supported public transit system, provided in conjunction with the Otsego County Transportation Service. It is a demand response system with runs throughout the county, including to the Mackinaw Bridge.

### **Crawford**

Crawford County has a well-funded countywide public transit system, Crawford County Transportation Authority, with the highest millage level of support for any countywide system in the region.

The transit system provides countywide demand response service during business hours, with some arranged weekend trips. It used to provide out-of-county NEMT through a grant, which has expired. To maintain the out-of-county trips, it now attempts to pull together a number of funding agencies, including DHS, CMH, regional medical centers and insurance providers. With additional funding, more trips could be provided.

Crawford County has one of the highest levels of public transportation service in the region, but resources are still very stretched, and providing senior-specific NEMT remains a challenge.

### **Iosco**

Iosco County has a millage-funded countywide public transit service, but its service is limited. The transit system's service consists of periodic runs to major locations in the county and demand response service. The east side of the county receives higher levels of service, but the west side of the county is usually only served once per day. The Tawas Senior Center has a limousine and provides limited transportation to senior center clients, but this is mainly used for group outings. The senior center encourages carpooling to get people to senior center activities.

### **Montmorency**

The COA provides limited transportation services, primarily for NEMT, but only has a \$5,000 per year grant for volunteer reimbursement. Once this is used, the service becomes strictly volunteer-based, with donations to the drivers allowed. Thunder Bay Transportation also provides limited transportation service, with most rides being contract rides for the clients of specific agencies, but public rides are available if they fit into the transit system schedule. Transportation in the county is very limited.

## **Ogemaw**

Ogemaw has a countywide public transit service, Ogemaw County Public Transportation, which provides demand response transportation throughout the county.

## **Oscoda**

Oscoda has no public transit services available. The primary transportation provider is a specialized service, Oscoda County Area Specialists (O-CATS). It provides curb-to-curb service for seniors and people with disabilities within the county, and provides one out-of-county NEMT trip per day. The VFW post also has funds to provide transportation to its clients.

The current service meets most of its riders' needs for in-county transportation. However, O-CATS can give only one out-of-county transportation ride a day, and there is no transportation option available to the public in the county.

## **Otsego**

Otsego has one of the highest levels of transportation service in the region. It has countywide public transit, the Otsego County Bus System, which works very closely with local senior service agencies and transportation services to the county. Its services include demand response transportation and meal delivery service. The Otsego system also operates the Cheboygan County Straits Regional Ride.

The COA also provides transportation through its staff and the RSVP program. The volunteer rides are mainly for NEMT trips and to pick up seniors in places where bus service cannot easily reach, such as very bumpy rural roads. The COA contracts with the transit system to transport seniors for its meals program and adult day care. The COA also has a demonstration grant from the Alzheimer's Association to provide transportation choice to people diagnosed with Alzheimer's.

Transportation levels in the county are generally high and service is offered six days a week. However, there are no Sunday transportation options.

## **Presque Isle**

The Cheboygan County Straits Regional Ride operates the route that travels through the county. It provides van transportation service to various parts of the county on certain days. This includes periodic out-of-county trips to Cheboygan and Alpena and service within Onaway and Rogers City once or twice a week. In addition, Thunder Bay Transportation has a route that travels through the county and makes stops in Rogers City.

Transportation resources are very scarce. Transportation in the county is periodic and limited to specialized services. Nowhere in the county is daily transportation available.

### **Roscommon**

The Roscommon (Rosco) County Transportation Authority provides extensive demand response transportation service to the entire county. It is funded through a countywide transit millage. Hours are limited to Monday to Friday 6:00 a.m. to 6:00 p.m. It also works with the local COA to provide 5,000 meals per month to seniors around the county.

### **Recommendations for the Region:**

1. Increase the resources available for transportation services. Given the extremely rural nature of Region 9, the lack of resources for transportation to cover the vast distances involved is by far the most significant barrier. Most of the counties of the region have very limited transportation options.

**Region 9 Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Alcona County COA	Alcona			150	150	V	989-736-8879	Lynn Ainojsa
Alpena Area Senior Citizens Council, Inc.	Alpena					V	989-356-3585	Dave Snow
Alpena, City of	Alpena	\$463,682	Act 51	71,267	21,499	PT	989-354-4158	Greg Sundin
Thunderbay Transportation Corporation	Alpena/Alcona/Montmorency	\$144,151	SS	43,132	2,450	SS	989-354-2487	Ron Prell
Arenac Dial-A-Ride	Arenac	\$451,231	Act 51	47,515	1,695	PT	989-846-4441	Elaine Koin
Cheboygan County COA	Cheboygan	\$53,117	SS	3,059	2,214	V, SS	231-627-7234	Mike Bennett
Crawford County Transportation Authority	Crawford	\$1,190,398	Act 51, TM	92,764	11,819	PT	989-348-8215	David Frederick
Iosco Transit Corporation	Iosco	\$298,775	Act 51, TM	24,120	5,455	PT	989-362-6681	Darlene Eno
Tawas Senior Center	Iosco					SC	989-728-6484	
Montmorency County COA	Montmorency	\$5,000	LF			V	989-785-2580	Stacy Carroll
Ogemaw County Public Transportation	Ogemaw	\$378,987	Act 51	49,209	12,389	PT	989-345-5790	Shirley Buck
Oscoda County Area Transit Specialists	Oscoda	\$30,455	SS	4,949	1,327	SS	989-826-5078	
Otis W. Henry VFW Post	Oscoda	\$11,630	SS	280	256	SS		
Otsego County COA / RSVP	Otsego		SM, AAA, LF			V, NEMT	989-732-1122	Dona Wishart
Otsego County Bus System	Otsego	\$1,210,327	Act 51, TM	124,528	17,741	PT	989-731-1204	Cle Leask
Presque Isle County COA	Presque Isle	\$40,184	SS	7,673	5,762	SS	989-766-9991	Barbara Nagi
Roscommon County COA	Roscommon					MT	989-366-0205	Carolyn Moore
Roscommon Mini Bus System	Roscommon	\$1,359,750	Act 51, TM	133,985	17,185	PT	989-366-5309	Judy Devine
<b>Totals</b>		<b>\$5,637,687</b>		<b>602,631</b>	<b>99,942</b>			

**Region 9 County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Alcona	2,866	11,719	24%	3,997	10,990	36%	1,131
Alpena	5,357	31,314	17%	6,769	29,037	23%	1,412
Arenac	2,860	17,269	17%	4,726	19,390	24%	1,866
Cheboygan	4,744	26,448	18%	8,104	26,119	31%	3,360
Crawford	2,372	14,273	17%	5,513	20,866	26%	3,141
Iosco	5,897	27,339	22%	5,639	25,843	22%	-258
Montmorency	2,466	10,315	24%	6,226	16,214	38%	3,760
Ogemaw	4,064	21,645	19%	8,626	30,754	28%	4,562
Oscoda	1,903	9,418	20%	4,715	13,097	36%	2,812
Otsego	3,201	23,301	14%	9,420	34,840	27%	6,219
Presque Isle	3,220	14,411	22%	4,593	15,193	30%	1,373
Roscommon	6,054	25,469	24%	12,924	33,160	39%	6,870
<b>Totals</b>	<b>45,004</b>	<b>232,921</b>	<b>19%</b>	<b>81,252</b>	<b>275,503</b>	<b>29%</b>	<b>36,248</b>

**Region 9 County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
Alcona	\$31,221	\$79,271	\$6.76	14,527	966	7%	1.24
Alpena	\$71,270	\$583,003	\$18.62	85,645	22,317	26%	2.74
Arenac	\$54,538	\$505,769	\$29.29	47,515	1,695	4%	2.75
Cheboygan	\$87,155	\$140,272	\$5.30	3,059	2,214	72%	0.12
Crawford	\$38,445	\$1,228,843	\$86.10	92,764	11,819	13%	6.5
Iosco	\$42,433	\$341,208	\$12.48	24,120	5,455	25%	0.78
Montmorency	\$47,549	\$100,599	\$9.75	14,377	816	6%	1.39
Ogemaw	\$57,701	\$436,688	\$20.18	49,209	12,389	25%	2.27
Oscoda	\$49,865	\$91,950	\$9.76	5,229	1,583	30%	0.56
Otsego	\$44,703	\$1,255,030	\$53.86	124,528	17,741	14%	5.34
Presque Isle	\$28,342	\$68,526	\$4.76	7,673	5,762	75%	0.53
Roscommon	\$44,689	\$1,404,439	\$55.14	133,985	17,185	13%	5.26
<b>Totals</b>	<b>\$597,911</b>	<b>\$6,235,598</b>	<b>\$26.77</b>	<b>602,631</b>	<b>99,942</b>	<b>17%</b>	<b>2.58</b>
							<b>2.22</b>

## **Region 10 Analysis**

### **Service Summary**

Region 10 consists of Antrim, Benzie, Charlevoix, Emmet, Grand Traverse, Kalkaska, Leelanau, Manistee, Missaukee and Wexford Counties. It has one urbanized area in its corner, Traverse City, surrounded by very rural areas. Transportation service outside of the Traverse City area is generally quite limited, while the unmet need is great, particularly for NEMT from rural counties to Traverse City.

One new initiative will bring regional transportation service for NEMT trips. Munson Hospital, the Bay Area Transit Authority, the Red Cross, the AAA, the local United Way, and the regional RSVP plan to pool their transportation resources in the region to maximize their use. The service will start next year in Grand Traverse, Leelanau and Benzie Counties, and provide NEMT trips for seniors into Traverse City for hospital and doctor visits. The goal is to eventually expand the service to provide service to everyone and to expand into Antrim, Kalkaska, and possibly Wexford counties.

### **County-By-County Analysis:**

#### **Antrim**

Antrim County has a countywide public transit system. There also is regional transportation service making periodic runs linking Antrim with Traverse City.

#### **Benzie**

Benzie County has very limited transportation service. The COA runs vans for senior transportation, and a hospital in Traverse City provides regional connection to Traverse City, but only for medical trips. Options for people other than seniors are even more limited.

However, a coalition in the county will be putting a countywide transportation millage on the ballot sometime in the near future. If successful, it will provide some sort of demand response transportation and regional connection service throughout the county.

#### **Charlevoix**

Charlevoix County Public Transportation provides countywide demand-response public transit service and provides countywide specialized transportation services for seniors and people with disabilities.

## **Emmet**

Emmet County has a number of specialized service providers, including The Friendship Center, which provides senior NEMT and errand trips within the county. The COA also has a very small volunteer transportation program, but is having problems finding active volunteers. The Living Room Adult Service provides a small number of trips for seniors in its program. The Straits Area Regional Ride from Mackinac City also passes through the county.

An initiative called Emmet 2020 is currently looking at ways to improve transportation systems in the county, including improving public transportation service.

## **Kalkaska**

Kalkaska has a countywide public transit service, with limited transportation service. It provides demand response transportation and route transportation in the outer counties, but hours are generally limited to 9:30 a.m. to 2:30 p.m. because the transit system provides tripper service for the schools. The COA contracts with the transit agency for up to \$2,000 in rides for seniors in the county for all purposes.

Transportation service is limited to a few hours of the day with no evening or weekend service. Service is available for all trip purposes, but times that it can be used are limited.

## **Leelanau**

Leelanau is served by the Bay Area Transportation Authority, which serves Grand Traverse and Leelanau Counties. It is millage funded and provides fairly extensive transportation service to the county through periodic runs to Traverse City and demand response within the county. The COA also provides some supplemental transportation for seniors, providing 20 clients with NEMT transportation services with a van owned by the COA and driven by volunteers.

## **Manistee**

Manistee has a countywide transportation system that was millage funded. Unfortunately, a millage renewal vote in August 2004 failed, so the system faces dramatic system cuts in service.

## **Missaukee**

Missaukee transportation is limited to the COA, through volunteers. The primary trip purposes are NEMT. Many out-of-county trips, for other errands like grocery shopping are provided if NEMT has not used all its resources. Accessible transportation is very limited, although the COA will contract with

Cadillac/Wexford Transit for some accessible rides and split the cost with the rider. There is no transportation service available to the general public.

The county did have grant funds in the past to provide in-county and out-of-county transportation, but ridership was extremely low so the service was discontinued. Overall there is a great need for transportation service in the county for seniors and the general public who currently have no transportation options.

### **Wexford**

The Cadillac/Wexford Transit Authority provides countywide demand response public transit service through millage funding. Service extends to the entire county, Monday through Friday. It also operates a service called Healthway, which provides demand response service for NEMT within the county. Healthway offers some unique amenities, including the option of passengers to provide the transportation with medical information that can be used in the case of emergencies, CPR trained drivers and defibrillators on buses, and a new program in which senior volunteers ride on Healthway buses to assist passengers and make them feel more comfortable with the transit system.

The COA provides transportation for adult day care services using an old van it owns, as well as a small volunteer driver program for NEMT. Currently there is no out-of-county transportation service, although the transit system provides some contract service between Wexford and Missaukee Counties. A coalition involving the local hospital is currently looking at expanding regional transportation options.

The county overall has a high level of transportation service. However, out-of-county trips and weekend service are still barriers.

### **Recommendations for the Region:**

1. Increase the resources available for transportation services, especially in rural areas. Many of the counties in Region 10 have very limited to no public transit options. Resources available to COAs and other agencies should be expanded, and countywide transportation should be implemented in each county.
2. Implement and expand upon the regional ride initiative in northwest Michigan. The three county coordination of NEMT resources planned for 2005 has great potential to maximize resources available for transportation. It should be implemented and expanded as soon as possible.
3. Expand volunteer driver programs in the region. Many counties already have volunteer driver programs, and these systems should be expanded to make in and out-of-county NEMT easier to secure and to make other trips types available. The coordination project in northwest Michigan will also coordinate volunteer NEMT in the region.

**Region 10 Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Antrim County Transportation	Antrim	\$690,945	Act 51, TM	66,770	6,634	PT	231-533-8644	Sheridan Rhoads
Area Agency on Aging Region 10	Region 10	\$1,259	AAA			CL		
Benzie County COA	Benzie	\$36,778	SM, AAA	4,183	3,498	SST	231-352-4851	Linda Davis
Charlevoix County Public Transportation Authority	Charlevoix	\$1,031,264	Act 51	104,185	35,646	PT	231-582-6964	Eugene Beer
Emmett County RSVP	Emmet	\$250	LF			V, NEMT	231-347-5877	
Friendship Center of Emmet County	Emmet	\$73,558	SS	22,027	14,567	ST	231-347-5877	Sally Pickering
The Living Room Adult Day Services	Emmet	\$11,631	SS	64	64	CL	231-487-5300	
Grand Traverse COA	Grand Traverse	\$1,000	I&R funds	286	286	V, ST	231-922-4688	Georgia Durga
Bay Area Transportation Authority	Grand Traverse, Leelanau	\$3,891,289	Act 51, TM	381,582	67,641	PT	231-941-2355	Clark
Kalkaska Public Transit Authority	Kalkaska	\$655,528	Act 51, TM	120,182	10,380	PT	231-258-6808	Ron Kea
Kalkaska County COA	Kalkaska	\$2,000	AAA	400	400	ST	231-258-5030	Carol Cort
Leelanau County COA	Leelanau		SM	100	100	V, NEMT	231-256-7590	Rosie Steffens
Manistee County Transportation	Manistee	\$1,441,411	Act 51	201,723	27,720	PT	231-723-6561	Richard Strevey
Missaukee County COA	Missaukee	\$14,634	SS	2,139	1,335	V, NEMT, ST	231-839-7839	Pam Niebrzydowski
Cadillac/Wexford Transit Authority	Wexford	\$1,208,794	Act 51, TM	91,019	20,197	PT	231-775-9411	Vance Edwards
Wexford County COA	Wexford					NEMT	231-775-0133	Bonnie Forbes
<b>Totals</b>		<b>\$9,060,341</b>		<b>994,660</b>	<b>188,468</b>			

**Region 10 County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Antrim	4,033	23,110	17%	8,764	27,666	32%	4,731
Benzie	2,803	15,998	18%	5,961	17,671	34%	3,158
Charlevoix	3,894	26,090	15%	7,153	31,319	23%	3,259
Emmet	4,495	31,437	14%	7,712	34,292	22%	3,217
Grand Traverse	10,144	77,654	13%	22,861	99,629	23%	12,717
Kalkaska	2,278	16,571	14%	4,868	21,242	23%	2,590
Leelanau	3,669	21,119	17%	6,094	22,240	27%	2,425
Manistee	4,435	24,527	18%	5,837	22,947	25%	1,402
Missaukee	2,143	14,478	15%	4,443	18,599	24%	2,300
Wexford	4,278	30,484	14%	5,469	30,486	18%	1,191
<b>Totals</b>	<b>42,172</b>	<b>281,468</b>	<b>15%</b>	<b>79,162</b>	<b>326,091</b>	<b>24%</b>	<b>36,248</b>

**Region 10 County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides	Senior Rides % of total Rides	Rides / Person	Senior Rides / Senior
Antrim	\$0	\$690,945	\$29.90	66,770	6,634	10%	2.89	1.64
Benzie	\$23,745	\$60,523	\$3.78	4,183	3,498	84%	0.26	1.25
Charlevoix	\$39,944	\$1,071,208	\$41.06	104,185	35,646	34%	3.99	4.98
Emmet	\$64,942	\$150,381	\$4.78	22,091	14,631	66%	0.7	3.25
Grand	\$76,876	\$2,996,343	\$38.59	286,473	51,017	18%	3.69	5.03
Kalkaska	\$63,210	\$720,738	\$43.49	120,582	10,780	9%	7.28	4.73
Leelanau	\$22,375	\$995,197	\$47.12	95,495	17,010	18%	4.52	4.64
Manistee	\$83,105	\$1,524,516	\$62.16	201,723	27,720	14%	8.22	6.25
Missaukee	\$21,870	\$36,504	\$2.52	2,139	1,335	62%	0.15	0.62
Wexford	\$65,841	\$1,274,635	\$41.81	91,019	20,197	22%	2.99	4.72
<b>Totals</b>	<b>\$461,908</b>	<b>\$9,520,990</b>	<b>\$33.83</b>	<b>994,660</b>	<b>188,468</b>	<b>19%</b>	<b>3.53</b>	<b>4.47</b>

## **Region 11 Analysis**

### **Service Summary**

Region 11, the Upper Peninsula of Michigan (UP), is comprised of Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon, and Schoolcraft Counties. The Upper Peninsula is a vast area, with many of Michigan's largest yet least dense counties. Providing transportation to destinations that are so far apart is not easy.

Transportation is provided by a combination of agencies, including a number of countywide public transit systems, Community Action Agencies, Commissions on Aging and other small providers. Transportation services in the UP tend to focus on providing services to seniors, and there are many areas that receive limited to no transportation service.

### **County-By-County Analysis:**

#### **Alger**

Alger has one of the most comprehensive senior transportation networks in Michigan. It has a truly countywide public transit system that is very flexible and provides a number of transportation services, including DAR service in a three mile radius around Munising; periodic trips from the outlying areas into Munising; runs three times per day to the city of Marquette, adult day care, senior shopping trips, home delivered meal transportation and other group outing trips. Service is provided seven days a week. The transit agency also works directly with the COA to provide out-of-county NEMT.

Transportation is funded in the county through a unique joint transportation/senior millage, ensuring that the transportation service will meet the needs of the senior community. There is significant community cooperation among agencies in the county and beyond. For example, Marquette General Hospital pays for rides to the hospital, and many senior rides are subsidized by local service organizations.

#### **Baraga**

The transportation options in Baraga County are extremely limited. Baragaland Senior Center provides some senior transportation. They provide NEMT and errand transportation to seniors in Baraga County. Other agencies provide limited service, but most is for specific programs or counties; no transportation exists for the general public.

## **Chippewa**

Chippewa is served by two public transit systems, the Eastern Upper Peninsula Transit Authority (EUPTA) and the Sault Ste. Marie Dial-A-Ride. EUPTA provides countywide public transit with routes that travel through the county. It also contracts with local human service agencies to provide transportation for their programs. They also provide ferry service to islands in the county. The Sault Ste. Marie service provides service within Sault Ste. Marie Monday through Friday during business hours and operates a work shuttle to neighboring Sault Ste. Marie, Ontario until 11:00 p.m. and on Saturdays.

The county has a high level of service in Sault Ste. Marie and countywide service, but the countywide service is not millage supported and funding is very tight.

## **Delta**

Delta County has a countywide public transit system. However, it is not currently millage supported. It provides significant service in Escanaba, but its services are much reduced and more expensive in the out-county areas.

The COA provides some NEMT for in-county and out-of-county trips. However, it is not able to meet the demand, as its funding has declined to \$3,900 annually.

## **Dickinson**

Senior transportation is provided through the Iron/Dickinson Community Service Agency, which operates buses for seniors and people with disabilities. It is able to meet most of the demand, but some trip requests are denied because of capacity.

There are few out-of-county options – a private company, Allied Shuttle, will do out-of-county trips, but they are extremely expensive. There is no public transit service available within this county.

## **Gogebic**

Gogebic has a well-supported countywide public transit system, which focuses on the needs of the senior population. The system is countywide, with service focused in Ironwood and the major towns. Service is also provided within the outlying towns such as Watersmeet on specific days of the week. The transit system focuses on senior transportation and works with local agencies and homes to provide service to them. The Lac Vieux Desert Band of Chippewa Indians also provides some volunteer senior transportation in the region.

Given the extremely rural nature of the county, transportation service is quite high, especially for seniors. However, it is still limited, especially in the out-county areas.

### **Houghton**

Houghton lacks countywide public transit service. Service is limited to individual transit systems in the cities of Houghton and Hancock, which provide comprehensive service to the cities through a combination of line haul and demand response.

However, outside the cities, very few options exist. The Little Brothers Friends of the Elderly program uses funds donated from a local business to provide NEMT in two vans. Beyond this, there are no publicly available transportation options in the County.

### **Iron**

Senior transportation is provided through the Iron/Dickinson Community Service Agency, which operates buses for seniors and people with disabilities. It is able to meet most of the demand, but some trip requests are denied because there is no more capacity.

There are few out-of-county options – a private company, Allied Shuttle, will do out-of-county trips, but they are extremely expensive. There is no public transit service available within this county.

### **Keweenaw**

Keweenaw may be the most rural county in Michigan. It has the fewest people of any county in the state, yet covers a large area. There are generally no available transportation services, although a few agencies do provide some transportation to their clients, such as Harmony Gardens Senior Day Care. There are also two private taxi services in the region.

### **Mackinac**

Mackinac County is another extremely rural county with no public transit options. The only transportation options available in the county are through the Community Action Agency for its meals program, and a bus that travels between St. Ignace and Kinross in Chippewa County, mainly for employment purposes.

## **Marquette**

Marquette is the most populous county in the UP, and also has the most surface area of any county east of the Mississippi. It has a millage-supported countywide public transit service, MARQTRAN. It provides line haul service in and around Marquette, demand response service in the greater Marquette area, and periodic transportation service to the various out-county areas on specific days of the week. Some service runs seven days a week, and the demand response service runs until 10:30 p.m. on weekdays.

The Marquette RSVP provides supplemental transportation for seniors, mainly in-county NEMT through volunteers. It finds most of its riders through referrals from senior service agencies, to ensure those who most need the volunteer service receive it, such as those who cannot use the bus system. The only out-of-county service is through the Veterans Administration, which has a van for veterans to travel to VA hospitals out-of-county.

Overall, transportation service for seniors in Marquette County is good. However, the more rural areas of the county receive only periodic service, and out-of-county NEMT trips are limited. This is in part due to the higher levels of medical service available within the county.

## **Menominee**

Menominee receives transportation service from the Menominee/Delta/Schoolcraft Community Action Agency, which provides transportation primarily for seniors through a Specialized Services grant. There is no public transit service available in the county.

## **Ontonagon**

Ontonagon has a countywide millage-supported public transit system, providing service throughout the county. However, as in most rural counties, its availability drops and fares increase as you travel further out in to the county.

The COA provides transportation for NEMT through volunteers, mainly for out-of-county trips and out-of-state trips to Wisconsin. The Veterans Administration also recently purchased a van to provide out-of-county NEMT for veterans.

There are limited opportunities to get transportation for shopping and other services within the county, and no transportation to get out-of-the county for anything other than medical trips.

## **Schoolcraft**

Schoolcraft has a countywide millage-supported public transit system, which offers demand response and route-based transportation.

The COA provides NEMT for seniors through volunteers. Schoolcraft Memorial Hospital provides NEMT transportation for people 60 and under, although they will also transport seniors if other options are not available.

## **Recommendations for the Region:**

1. Create more regional connections. Many of the services people need, especially in the more rural counties, are found in neighboring counties. Some connections exist, through regional transit routes and volunteer driver programs, but services are limited.
2. Expand volunteer driver programs throughout the region. A number of small programs exist, but a more comprehensive system would greatly supplement the existing transit network, especially in out-county areas that are difficult to service.
3. Create countywide or multi-county transit systems through the region and expand transportation resources through millages. Six counties in the region have countywide millage-supported transit systems. However, eight counties either do not have countywide service or do not have a millage supporting their countywide transportation service.

**Region 11 Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Alger County COA	Alger	\$5,344	SM, AAA			V, NEMT	906-387-2439	
ALTRAN Transit Authority	Alger	\$604,088	Act 51, TM	81,327	19,801	PT	906-387-4845	Rochell A Cotey
				4,500			906-293-3850	
							Luce	
							906-387-3611	
							Alger	
							906-786-5859	
							Delta	
							906-225-7204	
Pathways	Alger / Delta / Luce / Marquette	17366 (Alger) (21518 Marquette)			4,399	ST, NEMT	Marquette	
Baragaland Senior Citizen Inc.	Baraga	\$17,536	SS, AAA, TM	3,062	3,062	ST	906-524-6711	Pamela Anderson
Keweenaw Bay Indian Community Dept. of Health and Human Services	Baraga / Houghton / Keweenaw					CI	906-353-8666	
Baraga/Houghton/Keweenaw CAA	Baraga / Houghton / Keweenaw	\$29,922	SS	7,805	7,494		906-482-5528	
Sault Ste Marie, City of	Chippewa	\$297,978	Act 51, TM	40,281	10,993	PT	906-632-3363	Ken Stott
Eastern U.P. Transportation Authority	Chippewa / Luce	\$478,047	Act 51	54,376	1,902	PT	906-632-2898	Charles Moser
Delta Area Transit Authority	Delta	\$630,117	Act 51	104,434	11,621	PT	906-786-1187	Ray Leach
Community Action Agency and Human Resources Agency	Delta	\$4,000	AAA			V, NEMT	800-562-9136	Theresa Nelson
Gogebic County Transit	Gogebic	\$367,989	Act 51, TM	31,730	16,010	PT	906-932-2523	James Mildren
Lac Vieux Desert Band of Chippewa Indians	Gogebic / Iron / Ontonagon	\$6,936	Tribal, AAA				906-358-0202	
Hancock, City of	Houghton	\$164,048	Act 51	10,425	6,909	PT	989-482-3450	
Houghton Motor Transit Line	Houghton	\$392,791	Act 51, TM	101,007	18,079	PT	906-482-1700	Jodi Reynolds
Little Brothers Friends of the Elderly	Houghton	\$10,000	Private	400	400	V, ST	906-482-6944	
Vocational Strategies Inc. (Houghton)	Houghton	\$23,926	SS	5,616	0	CL	906-482-6142	
Western Upper Peninsula RSVP	Houghton					V, NEMT	906-482-7382	Barbara Maronen
Portage Health Resources - Campus Dr	Houghton / Keweenaw					NEMT	906-483-1195	
TRICO Inc.	Iron / Dickinson	\$25,530	SS	376	0	SS	906-774-5718	
Dickinson Iron Community Services Agency	Iron / Dickinson	\$97,497	SS, AAA	11,357	9,092	SS	906-774-2256	Tim Nelson



**Region 11 County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
Alger	\$49,965	\$676,763	\$68.62	85,827	24,200	28%	8.7
Baraga	\$12,062	\$39,572	\$4.52	5,664	5,560	98%	0.65
Chippewa	\$86,849	\$815,069	\$21.15	89,220	12,705	14%	2.31
Delta	\$78,457	\$712,574	\$18.50	106,323	13,315	13%	2.76
Dickinson	\$49,944	\$109,393	\$3.98	5,867	4,546	77%	0.21
Gogebic	\$153,116	\$523,417	\$30.13	31,730	16,010	50%	1.83
Houghton	\$84,627	\$675,392	\$18.75	120,050	27,886	23%	3.33
Iron	\$16,962	\$80,788	\$6.15	5,867	4,546	77%	0.45
Keweenaw	\$3,441	\$4,471	\$1.94	2,601	2,498	96%	1.13
Luce	\$35,062	\$82,867	\$11.80	5,437	190	3%	0.77
Mackinac	\$18,757	\$45,455	\$3.81	1,308	1,308	100%	0.11
Marquette	\$95,335	\$2,499,810	\$38.68	297,675	42,250	14%	4.61
Menominee	\$37,564	\$78,562	\$3.10	1,890	1,694	90%	0.07
Ontonagon	\$32,168	\$449,044	\$57.44	34,910	7,328	21%	4.47
Schoolcraft	\$18,936	\$523,388	\$59.62	40,025	10,870	27%	4.56
<b>Totals</b>	<b>\$773,245</b>	<b>\$7,316,565</b>	<b>\$23.04</b>	<b>834,394</b>	<b>174,906</b>	<b>21%</b>	<b>2.63</b>

## **Region 14 Analysis**

### **Service Summary**

Region 14 contains Muskegon, Oceana and Ottawa Counties. Both Muskegon and Ottawa Counties are fairly densely populated and contain mid-sized cities, but also contain large amounts of rural areas. Oceana County is very rural with some small-sized towns.

In general, transportation in the urbanized areas of the region is fairly substantial, while transportation service in the rural areas of the region is sporadic at best, and mostly available for NEMT only.

### **County-By-County Analysis**

#### **Muskegon**

Muskegon County has a countywide public transit system, the Muskegon Area Transit System (MATS). However, only the city of Muskegon areas has millage funding, meaning that service outside the city area is limited. In the city, MATS operates a number of fixed routes as well as paratransit service for people with disabilities. The city of Muskegon Public Works Department provides demand response service specifically for seniors. However, no Sunday service exists in the urban area, and service does not extend into the evening.

The out-county areas of Muskegon County have very limited transportation options. The Red Cross provides NEMT for seniors through volunteers throughout the county, including city residents, and MATS provides limited transportation service to the rural areas of the county.

#### **Oceana**

Oceana County is extremely rural in nature, with few transportation options. The main provider is the COA, which provides transportation to seniors from 9:00 a.m. to 4:00 p.m. weekdays. They also provide bi-weekly transportation to Muskegon on the first and third Friday of each month and group outings with 24-hour notice. The service is available to Hesperia residents Tuesdays and Thursdays. They also arrange volunteer transportation for NEMT.

There was a millage election in 2004 that, if successful, would have created a greatly expanded Mason/Oceana transit system. Unfortunately, the election narrowly failed, and transportation levels did not expand.

## **Ottawa**

Ottawa contains two sizable urban areas, Holland and Grand Haven/Spring Lake. Each is served by a local public transit system. The Macatawa Area Express in the Holland area recently moved to become a line haul transportation system and has been expanding in recent years. It also provides demand response transportation service.

Grand Haven and Spring Lake are served by Harbor Transit, which provides demand response transportation to the area.

However, outside of these urban regions, service is limited. The southeastern portion of the county is actually part of the Grand Rapids metropolitan area. Georgetown Seniors provides transportation within Georgetown Township and across the county line into the Grand Rapids area. The North Ottawa COA provides volunteer NEMT to residents in the northern part of the county around Grand Haven.

### **Recommendations for the Region:**

1. More regional connectivity and coordination. There are some beginnings of this, including the county-to-county transportation the Oceana COA provides and the trips provided into Kent County by Georgetown Seniors. However, more connections are needed between eastern Ottawa County and the urbanized Grand Rapids area it is a part of, and between Holland, Grand Haven and Muskegon.
2. Develop countywide public transit systems throughout the region. Only Muskegon has a countywide public transit system, and its rural service is limited. Ottawa County especially has a number of different transportation services, but few ways to actually get around the entire county and no countywide transportation provider. Oceana County's narrow defeat of its transportation millage means the county must consider another way to expand transportation services.

**Region 14 Transportation Providers**

Agency	County	Funding	Sources	Rides	Senior Rides	Trip Types	Contact #	Contact Name
Goodwill Industries	Muskegon	\$8,515	SS	3,925	0	CL	231-722-7871	
Muskegon Area Red Cross	Muskegon	\$44,057	SS, AAA, LF	19,938	17,181	V, NEMT	231-726-3555	
Muskegon Area Transit System	Muskegon	\$2,156,006	Act 51	410,616	71,471	PT	231-724-6420	James Koens
Pioneer Resources	Muskegon	\$26,057	SS, Contracts	29,465	3,188	CL	231-773-5355	
Senior Resource Community Access Line (I&R)	Muskegon					None	231-739-5858	
Senior Transportation	Muskegon	\$55,373	City	6,228	6,228	ST	231-724-4150	
West Michigan Veterans	Muskegon					VA	231-722-3499	
Hospice of Muskegon-Oceana	Muskegon / Oceana					CL	231-728-3442	
Nutritional Services	Muskegon / Oceana / Ottawa	\$14,000	AAA			MT	231-755-0434	
Oceana County COA	Oceana	\$36,759	AAA, SS, SM	13,422	6,646	V, SS	231-873-4461	Carole Graber
Evergreen Commons Senior Center	Ottawa					ST	616-396-7100	
Good Samaritan Ministries	Ottawa					VT	616-392-7159	
Harbor Transit	Ottawa	\$1,295,356	Act 51, TM	205,558	28,723	PT	616-842-3220	Julie Bildner
Love, Inc. Transportation	Ottawa					V, ST	616-662-3300	
Macatawa Area Express	Ottawa	\$1,994,158	Act 51, TM	169,360	15,083	PT	616-355-1498	Linda LeFebre
North Ottawa County COA	Ottawa	\$1,400	AAA, SM	85	85	V, NEMT	616-842-9210	Gail Ringeberg
Georgetown Seniors Inc.	Ottawa	\$44,537	SS	14,965	7,165	ST	616-457-1170	Larry Erlandson
<b>Totals</b>		<b>\$5,777,538</b>		<b>910,353</b>	<b>155,770</b>			

**Region 14 County Demographics**

County	Senior Population 2000	Total Population 2000	% Senior Population 2000	Senior Population 2020	Total Population 2020	% Senior Population 2020	Change in Senior Population 2000 - 2020
Muskegon	21,887	170,200	13%	27,179	170,793	16%	5,292
Oceana	3,760	26,873	14%	4,843	25,693	19%	1,083
Ottawa	24,112	238,314	10%	40,227	315,552	13%	16,115
<b>Totals</b>	<b>49,759</b>	<b>435,387</b>	<b>11%</b>	<b>72,249</b>	<b>512,038</b>	<b>14%</b>	<b>22,490</b>

**Region 14 County Ridership Statistics**

County	DHS Funding	Total Funding	Funding / Person	Total Rides	Senior Rides of total Rides	Rides / Person	Senior Rides / Senior
Muskegon	\$504,608	\$2,799,283	\$16.45	470,172	98,068	21%	2.76
Oceana	\$70,385	\$111,810	\$4.16	13,422	6,646	50%	0.5
Ottawa	\$210,897	\$3,652,335	\$15.33	426,759	51,056	12%	1.79
<b>Totals</b>	<b>\$785,890</b>	<b>\$6,563,428</b>	<b>\$15.07</b>	<b>910,353</b>	<b>155,770</b>	<b>17%</b>	<b>2.09</b>

## VII. Conclusions

While providing transportation options is not the only solution to providing seniors with true independence, it is an essential part of the puzzle. Adopting the following recommendations would dramatically improve Michigan's senior transportation network and put the system in place that will be able to handle the growing demand for senior transportation services.

**Recommendation 1: Put more resources into senior transportation services at all levels: Federal, State, Local and Private. Unless we do this now, we will fall short of meeting the increase in demand for senior transportation.**

Over the past years, the demand from seniors for transportation services has increased. This is evidenced by the increase in transit usage among seniors for public transit service. This, combined with the projected increase in Michigan's senior population, will mean a dramatic increase in demand for senior transportation services. Unless we start equipping our communities now with the resources necessary to serve this growing need, we will constantly be playing catch-up, and Michigan's seniors will not have the tools they need to remain independently in their communities.

**Recommendation 2: Increase state resources for public transit services. Unless we do so quickly, transportation systems will be forced to cut vital services, instead of creating the new services our aging population needs.**

Despite an increase in demand for transit, the resources available from the State of Michigan for transit are decreasing. State funding for public transit has remained fairly constant over past years, but the funding individual systems receive has steadily decreased. This is because Michigan funds its public transit agencies as a percentage of the total transit agency expenses in the state. Each year, all the eligible expenses from every agency are submitted to the state. The available funding is distributed evenly to the requesting agencies. Local systems across the state are expanding services and facing increased costs, and therefore submitting higher eligible expenses to the state for reimbursement. As a result, the percentage of eligible expenses transit systems are being reimbursed for has been steadily decreasing, from a maximum of 45% of eligible expenses in 1997 to the current 33%.

As a result, all local systems are facing reduced funding from the state, leaving only two options: find increased local funding to maintain current service levels, or cut transportation services. The State of Michigan must do its part to support Michigan's growing public transit network.

**Recommendation 3: Increase coordination of transportation services at the state, regional and local levels.**

In Michigan, there are at least 465 agencies that provide transportation as a significant part of their service, not including private transportation providers. Some agencies provide the same services in the same community or areas as other agencies, which is inefficient and confusing for passengers. At the same time, funding for transportation programs is not keeping up with the demand; we must find ways to use existing resources more efficiently.

We support efforts such as United We Ride at the state level, the Emergency Needs Task Force in Kent County and initiative in Northwest Michigan. Similar efforts are necessary across the state to maximize transportation resources that we have.

**Recommendation 4: Increase education and comfort with accessing transportation services.**

Across the state, seniors are often unwilling to try public transit services for a number of reasons. Some of these reasons are beyond the control of public transit providers, but some that can be addressed through education and minor changes.

Transportation services must meet the needs of those who use this service. This can be provided through a safe and dependable transportation network, but also through educational programs about how to use transportation services. One way to address this reluctance is to expand educational programs across the state. Such programs will increase older adults' comfort level with using transportation services.

**Recommendation 5: Protect and expand volunteer programs, which are an essential part of Michigan's senior transportation network.**

Across Michigan, there are at least 57 programs that provide volunteer transportation, in addition to the Michigan Department of Human Service and many HMO transportation services. Volunteer transportation programs are an integral part of Michigan's transportation network, especially for older adults.

These programs need to be strengthened and expanded. They provide an important option for Michigan's older adults, through low cost escort transportation services. Best practices for recruiting and retaining volunteers should be distributed, and additional funding for volunteer driving programs should be secured, through the Michigan Department of Transportation, specifically their Specialized Services Program, Title IIIB funds through the Office of Services to the Aging, local Senior Millages, or a variety of other federal, state, and local sources.

# Appendix 1: Resources and Links

## State and Federal Transportation Agencies

Administration on Aging – [www.aoa.gov](http://www.aoa.gov)

The Administration on Aging (AoA), an agency in the U.S. Department of Health and Human Services, is one of the nation's largest providers of home- and community-based care for older persons and their caregivers. Its mission is to promote the dignity and independence of older people, and to help society prepare for an aging population.

Federal Transit Administration – [www.fta.dot.gov](http://www.fta.dot.gov)

The Federal Government, through the Federal Transit Administration, provides financial and technical assistance to local transit systems. Its National Transit Library (<http://www.fta.dot.gov/ntl/index.html>) provides reports and articles on transit and transit related topics.

Michigan Department of Transportation – [www.michigan.gov/mdot](http://www.michigan.gov/mdot)

The Passenger Transportation Division (PTD), in cooperation with local and regional transit agencies, authorities, and companies, is responsible for the development and management of operating, capital and technical assistance programs and projects, for purposes of providing coordinated local public transit, marine, and intercity bus transportation services and facilities statewide. The division is also responsible for the regulation of intercity buses and limousines.

Michigan Office of Services to the Aging – [www.miseniors.net](http://www.miseniors.net)

The mission of Michigan Office of Services to the Aging is to promote independence and enhance the dignity of Michigan's older persons and their families through advocacy, leadership, and innovation with efficient and effective policies, programs and services.

## Michigan Area Agencies on Aging

1-A: Detroit Agency on Aging: [www.comnet.org/detroiteldernet/index.htm](http://www.comnet.org/detroiteldernet/index.htm)

Serves Detroit, Hamtramck, Highland Park, Grosse Pointe, Grosse Pointe Park, Grosse Pointe Shores, Grosse Pointe Woods, Grosse Pointe Farms, and Harper Woods cities

1-B: Area Agency on Aging 1-B: [www.aaab.org](http://www.aaab.org)

Serves Livingston, Macomb, Monroe, Oakland, Washtenaw, and St. Clair Counties

1-CL: The Senior Alliance, Inc: [www.aaalc.org](http://www.aaalc.org)

Serves Wayne County except areas served by 1-A

2: Region 2 Area Agency on Aging: [www.r2aaa.org](http://www.r2aaa.org)

Serves Jackson, Hillsdale, and Lenawee Counties

- 3-A: Region 3-A Area Agency on Aging: [www.kalcounty.com](http://www.kalcounty.com)  
Serves Kalamazoo County
- 3-B: Region 3-B Area Agency on Aging: (269) 966-2450  
Serves Barry and Calhoun Counties
- 3-CL: Region 3-C Area Agency on Aging: [www.bhsj.org/AAA](http://www.bhsj.org/AAA)  
Serves Branch and St. Joseph Counties
- 4: Region IV Area Agency on Aging: [www.region-iv.org](http://www.region-iv.org)  
Serves Cass, Berrien, and Van Buren counties
- 5: Valley Area Agency on Aging: [www.gfn.org/vaaa](http://www.gfn.org/vaaa)  
Serves Genesee, Lapeer, and Shiawassee Counties
- 6: Tri-County Office on Aging: [www.tcoa.org](http://www.tcoa.org)  
Serves Clinton, Eaton, and Ingham Counties
- 7: Region VII Area Agency on Aging: [www.region7aaa.org](http://www.region7aaa.org)  
Serves Bay, Clair, Gladwin, Gratiot, Huron, Isabella, Midland, Saginaw, Sanilac, and Tuscola Counties
- 8: Area Agency on Aging of Western Michigan, Inc.: [www.aaawm.org](http://www.aaawm.org)  
Serves Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Newaygo, and Osceola Counties
- 9: Region IX Area Agency on Aging: [www.nemcsa.org](http://www.nemcsa.org)  
Serves Alcona, Arenac, Alpena, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle, and Roscommon Counties
- 10: Area Agency on Aging of Northwest Michigan: [www.aaanm.org](http://www.aaanm.org)  
Serves Antrim, Benzie, Charlevoix, Emmet, Grand Traverse, Kalkaska, Leelanau, Manistee, Missaukee, and Wexford Counties
- 11: U.P. Area Agency on Aging, UPCAP Services, Inc.: [www.upcapservices.com](http://www.upcapservices.com)  
Serves Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon, and Schoolcraft Counties
- 14: Senior Resources of West Michigan: [www.seniorresources.us](http://www.seniorresources.us)  
Serves Muskegon, Oceana, and Ottawa Counties
- Area Agencies on Aging Association of Michigan (AAAAM): [www.mi-seniors.org](http://www.mi-seniors.org)  
The state association of Area Agencies on Aging

## **Advocacy and Information Resource Organizations**

American Association of Retired Persons – [www.aarp.org](http://www.aarp.org)

AARP is dedicated to enhancing quality of life for all as we age. It leads positive social change and delivers value to members through information, advocacy and services.

Beverly Foundation – [www.beverlyfoundation.org](http://www.beverlyfoundation.org)

The Beverly Foundation’s mission is to enhance “the quality of life of the years that have been added to life”, thus bettering the health and well being of older adults and that of their caregivers, and their families. Both quantitative and qualitative research is undertaken in three subject areas.

1. senior mobility and transportation within the community
2. innovative community-based care for seniors
3. productive opportunities for seniors

Community Transportation Association of America – [www.ctaa.org](http://www.ctaa.org)

CTAA is a national, professional membership association of organizations and individuals committed to removing barriers to isolation and to improving mobility for all people. CTAA conducts research, provides technical assistance, offers educational programs, and serves as an advocate in order to make coordinated community transportation available, affordable, and accessible.

Easter Seals Project ACTION – [www.projectaction.org](http://www.projectaction.org)

Project Accessible Community Transportation in Our Nation (ACTION) provides training, resources, and technical assistance to thousands of disability organizations, consumers with disabilities, and local transportation operators. This technical assistance program was created under the Intermodal Surface Transportation Efficiency Act.

Michigan Land Use Institute – [www.mlui.org](http://www.mlui.org)

The Michigan Land Use Institute was founded in 1995 to establish an approach to economic development that strengthens communities, enhances opportunity, and protects the state's unmatched natural resources. Its intent is to minimize congestion by curbing sprawl, and giving people more choices for getting around.

Surface Transportation Policy Project – [www.transact.org](http://www.transact.org)

STPP promotes transportation policy and investments to help conserve energy, protect environmental and aesthetic quality, strengthen the economy, promote social equity, and make communities more livable. STPP emphasizes the needs of people, rather than vehicles, in assuring access to jobs, services, and recreational opportunities.

United Cerebral Palsy of Michigan – [www.ucpmichigan.org](http://www.ucpmichigan.org)

United Cerebral Palsy of Michigan is a disability advocacy organization that provides policy advocacy and information, referral and educational services on behalf of people with cerebral palsy and other disabilities. The mission of United Cerebral Palsy of Michigan is to promote the independence, productivity and full citizenship of people with cerebral palsy and other disabilities.

## **Publications**

Aging Americans: Stranded Without Options

*Surface Transportation Policy Project*

<http://www.transact.org/report.asp?id=232>

A study of senior mobility in America. The report looks at how we are unprepared to meet the coming need and makes recommendations to expand senior mobility.

Elderly Mobility and Safety – The Michigan Approach

*Southeast Michigan Council of Governments*

[http://www.semcog.org/Products/pdfs/eldmob\\_final.pdf](http://www.semcog.org/Products/pdfs/eldmob_final.pdf)

A statewide plan of action for Michigan to guide state policy on elderly mobility issues.

Emerging Trends, Healthy Seniors

*Grand Valley State University*

<http://www.gvsu.edu/philanthropy/cr/publications/pdfs/healthyseniors.pdf>

A look at factors influencing seniors in Kent County, including transportation.

How's My Driving? Simple Tips for Maintaining Driving Skills

*Partnership for Family Safety*

[http://www.michigan.gov/documents/ElderlyDriving\\_0909\\_84709\\_7.pdf](http://www.michigan.gov/documents/ElderlyDriving_0909_84709_7.pdf)

A brochure developed to aid older drivers maintain their mobility in Michigan.

Innovations For Seniors: Public and Community Transit Services Respond to Special Needs

*Beverly Foundation and Community Transportation Association of America*

[http://www.beverlyfoundation.org/admin/files/stored\\_file/Innovations%20for%20Seniors.pdf](http://www.beverlyfoundation.org/admin/files/stored_file/Innovations%20for%20Seniors.pdf)

An exploration of innovative strategies for providing senior transportation options.

New Economic Engine

*Michigan Land Use Institute and United Cerebral Palsy of Michigan*

<http://www.mlui.org/transportation/fullarticle.asp?fileid=16442>

A study of how Michigan does as a state at supporting public transportation and finds we are average when compared to our peer states.

The Regional Ride

*Michigan Land Use Institute and United Cerebral Palsy of Michigan*

<http://www.mlui.org/transportation/fullarticle.asp?fileid=16425>

Examines five regions in Michigan and looks at how public transportation fits into each region, its mobility, economy and vitality.

## **Michigan Regional Transportation Guides**

Emergency Needs Task Force Transportation Provider Guide (Kent County):

[http://www.accesskent.com/Health/HealthDepartment/Publications/pdfs/Trans\\_Res\\_Dir.pdf](http://www.accesskent.com/Health/HealthDepartment/Publications/pdfs/Trans_Res_Dir.pdf)

Resource Guide – Transportation (Kalamazoo County):

[http://www.kalcounty.com/aaa/rg\\_transportation.html](http://www.kalcounty.com/aaa/rg_transportation.html)

Tri-County Office on Aging: Transportation Services (Lansing area):

<http://www.tcoa.org/programs/transportation.html>

Paratransit Referral Manual – 2003 (Southeast Michigan):

<http://www.semcog.org/products/pdfs/paratransitreferralmanual.pdf>

Northwest Michigan Guide: [http://seniors.tcnet.org/local/functional\\_index.htm](http://seniors.tcnet.org/local/functional_index.htm)

Transportation Programs in Southern and Western Wayne County:

<http://www.aaalac.org/transpor.htm>

## Appendix 2: Public Transportation Provider Master List (2003)

Agency	County	Contact #	Contact Name	Website
Alcona County COA	Alcona	989-736-8879	Lynn Ainojsoa	
Alger County COA	Alger	906-387-2439		
ALTRAN Transit Authority	Alger	906-387-4845	Rochell A Cotey	www.mdot.state.mi.us/ptd/providers/altran.cfm
		906-387-3611		
		Alger		
		906-786-5859		
		Delta		
		906-293-3850		
		Luce		
		906-225-7204		
		Marquette		
<b>Pathways</b>	<b>Alger/Delta/Luce/ Marquette</b>			
Allegan County - Transportation Services	Allegan	269-686-4529	Dan Wedge	www.mdot.state.mi.us/ptd/providers/allegan.cfm
Allegan County CMH	Allegan	269-673-6617		
Allegan County Resource Development Comm.	Allegan	269-673-3795		
Interurban Transit Authority	Allegan	269-857-1301	Cherie Giller	www.mdot.state.mi.us/ptd/providers/interurban.cfm
Love, INC.	Allegan	616-895-5683		
Alpena Area Senior citizens Council, Inc.	Alpena	989-356-3585	Dave Snow	
Alpena, City of	Alpena	989-354-4158	Greg Sundin	
Thunderbay Transportation Corporation	Alpena/Alcona/Montmorency			www.alpena.mi.us/contractedservices/DART/index.htm
Antrim County Transportation	Antrim	989-354-2487	Ron Prell	
Arenac Dial-A-Ride	Arenac	231-533-8644	Sheridan Rhoads	www.antrimcounty.org/webpages/act.html
Baragland Senior Citizen Inc.	Baraga	989-846-4441	Elaine Koin	www.mdot.state.mi.us/ptd/providers/arenac.cfm
Baraga/Houghton/Keweenaw CAA	Baraga / Houghton / Keweenaw	906-524-6711	Pamela Anderson	
Keweenaw Bay Indian Community Dept. of Health and Human Services	Baraga / Houghton / Keweenaw	906-482-5528		
Barry County Comm. On Aging	Barry	269-948-4856	Tammy Pennington	
Barry County Transit	Barry	269-948-8174	Joseph Bleam	www.mdot.state.mi.us/ptd/providers/barry.cfm

Thornapple Valley Church	Barry	269-948-2549x125	Bill and Terry Nesbit	
Bay County Division on Aging	Bay	989-895-4100		
Bay Metro Transportation Authority	Bay	989-894-2900		www.baymetro.com/
Benzie County COA	Benzie	231-352-4851	Linda Davis	
Berrien County	Berrien	269-471-1100	Dennis Schuh	www.cil.match.org/berrienbus.htm
Buchanan Dial-A-Ride	Berrien	269-683-8282	Judy Phillips	www.cil.match.org/dialaride.htm
Central County Center for Senior Citizens	Berrien	269-4712017	Judy Phillips	
Niles Dial-A-Ride	Berrien	269-683-8282	Judy Phillips	www.cil.match.org/dialaride.htm
North Berrien Senior Center	Berrien	269-468-3366	Bob Wooley	
River Valley Senior Center	Berrien	269-469-4556		
Senior Citizens Center -- Benton Harbor	Berrien	269-927-2497		
Senior Citizens Center -- Buchanan	Berrien	269-695-7110		
Senior Citizens Services -- Niles	Berrien	269-683-9380		
Senior Nutrition Services	Berrien	269-925-0137		
St. Joseph-Lincoln Senior Center	Berrien	269-983-7768		
Twin Cities Area Transportation Authority	Berrien	269-927-2268		www.cil.match.org/bh.htm
SW Michigan CAA	Berrien / Cass / Van Buren	269-925-9077		
Care-A-Van / Coloma Ambulance	Berrien / Van Buren	269.468.2273		
Branch Area Transit Authority	Branch	517-279-8671	Kara Derrickson	www.mdot.state.mi.us/ptd/providers/branch.cfm
Branch County COA	Branch	517-279-6565		
Battle Creek Transit	Calhoun	269-966-3477		www.battlecreektransit.com
Burnham Brook Center	Calhoun	239-966-2566	Jolene English	
Lifeways - Behavioral Health	Calhoun	800-284-8288		
Marshall, City of	Calhoun	269-781-3975	Deborah Walbeck	www.cityofmarshall.com/DART/dial.htm
Cass County COA	Cass	269-445-8110		http://www.casscoa.org/
Cass County Transportation Authority	Cass	269-445-2455	Julie Hartman	www.mdot.state.mi.us/ptd/providers/cass.cfm
Dowagiac Dial-A-Ride	Cass	269-782-3300	Harold Munson	www.mdot.state.mi.us/ptd/providers/dowagiac.cfm
Charlevoix County Public Transportation Authority	Charlevoix	231-582-6964	Eugene Beer	
Cheboygan County COA	Cheboygan	231-627-7234	Mike Bennett	www.mdot.state.mi.us/ptd/providers/charlevoix.cfm
		906-632-3363		
Sault Ste Marie, City of	Chippewa		Ken Stott	www.city.sault-ste-marie.on.ca/pwt/transit/tran_main.htm
Eastern U.P. Transportation Authority	Chippewa / Luce	906-632-2898	Charles Moser	www.mdot.state.mi.us/ptd/providers/eupta.cfm
Clare County Transit Corporation	Clare	989-539-1474	Kate Mc Nerney	www.mdot.state.mi.us/ptd/providers/clare.cfm
Clare COA	Clare / Gladwin	800-952-0056	Ellen	
Clinton Area Transit System	Clinton	989-224-8127	Steven Leiby	www.mdot.state.mi.us/ptd/providers/clinton.cfm

Crawford County Transportation Authority	Crawford	989-348-8215	David Frederick	<a href="http://www.mdot.state.mi.us/ptd/providers/crawford.cfm">www.mdot.state.mi.us/ptd/providers/crawford.cfm</a>
Community Action Agency and Human Resources Agency	Delta	800-562-9136	Theresa Nelson	
Delta Area Transit Authority	Delta	906-786-1187	Ray Leach	<a href="http://www.mdot.state.mi.us/ptd/providers/delta.cfm">www.mdot.state.mi.us/ptd/providers/delta.cfm</a>
AC Transportation Services, Inc.	Detroit	313-273-9004		
Adult Well-Being Services	Detroit	313-924-7860		
Classic Care Transportation	Detroit	313-933-2961		
Coleman's Ready-To-Go Transportation	Detroit	313-891-5886		
AIDS Partnership Michigan	Detroit	313-446-9800		
American Indian Health Center	Detroit	313-846-3718		
Brightmoor Community Center	Detroit	313-531-0305		
Cass Methodist Senior Program	Detroit	313-833-1168		
Catholic Social Services of Wayne Co. (DDOT)	Detroit	313-883-2100		
Community Resource and Assistance Center	Detroit	313-521-1900		
Cottage Hospital	Detroit	313-640-2245		
Council of Action United for Service Efforts	Detroit	313-897-6500		
Delray United Action Council	Detroit	313-842-8620		
Detroit Area Agency on Aging 1A	Detroit	313-446-4444		
Detroit Assisted Transportation Coalition	Detroit	313-521-1900	Calvin Jackson	
Detroit Department of Human Services	Detroit	313-852-4491		
Detroit Department of Transportation	Detroit	313-933-1300		<a href="http://www.ci.detroit.mi.us/cdot/default.htm">www.ci.detroit.mi.us/cdot/default.htm</a>
Detroit East Mental Health	Detroit	313-921-4701		
Detroit Health Department Facilities Management Department	Detroit	313-876-4318		
Detroit Metrolift (DDOT)	Detroit	313-933-1300		
Detroit Recreation Department - Specialized Services	Detroit	313-224-1188		
Detroit Rescue Mission	Detroit	313-993-4700		
Eastside Community Resource	Detroit	313-839-0769	Calvin Jackson	
Ecumenical Project S.A.V.E	Detroit	313-842-4677		
Fisher Center Southwest Detroit CMH	Detroit	313-964-4922		
Gooden Transportation	Detroit	313-862-2789		
Goodwill Industries of Greater Detroit	Detroit	313-123-4567		
Grosse Ile Township Recreation Dept.	Detroit	734-675-2364		
Grosse Pointes Cottage Hospital	Detroit	313-640-2245		
Hamtramck Community Transit	Detroit	313-961-6030		
Harper Woods Connector	Detroit	313-343-2580	Sally Graham	

Helping Hands Senior Services	Detroit	313-864-9829		
Highland Park Community Transit	Detroit	313-961-6030		
Holy Cross Hospital Courtesy Van	Detroit	313-369-5655		
Latin American Social & Economic Dev. (LASED)	Detroit	313-841-8840		
Myasthenia Gravis Assn	Detroit	248-423-9700		
Olga M. Madar Senior Center	Detroit	313-527-0360		
People's Community Services Senior Day Care Program	Detroit	313-365-6260		
Pointe Area Assisted Transportation Service	Detroit	313-343-2580	Sally Graham	
Project Compassion, Inc.	Detroit	313-897-7470		
Project SCOUT	Detroit	313-833-7730		
Quality Care Transportation	Detroit	810-323-0200		
Red Cross	Detroit	313-494-2846		
Restoration Tower	Detroit	313-538-0360		
Sacred Heart Rehabilitation Center	Detroit	810-392-2167		
Southwest Counseling and Development Services	Detroit	313-841-8900		
Southwest Senior Center	Detroit	313-895-5400		
St. Joseph East Senior Ride	Detroit	586-445-8776		
St. Patrick Senior Center	Detroit	313-833-7080		
St. Rose Senior Citizen Center	Detroit	313-824-4242		
Virginia Park CT Service Corp.	Detroit	313-894-2830		
Walter and May Reuther Senior Centers (Metropolitan Retiree Service Center)	Detroit	313-894-3311	Kathy Hoard	
Eaton County Transportation Authority	Eaton	517-543-3040	Linda Tokar	www.eatran.com/
Lansing Area AIDS Network	Eaton, Ingham and Clinton	517-394-3719		
RSVP of Ingham, Eaton and Clinton	Eaton, Ingham and Clinton	517-887-6116	Janet Clark	
Emmett County RSVP	Emmet	231-347-5877		
Friendship Center of Emmet County	Emmet	231-347-5877	Sally Pickering	
The Living Room Adult Day Services	Emmet	231-487-5300		
American Cancer Society	Genesee	810-733-3802		
CCTCatholic Outreach	Genesee	810-243-4693		
Center for Gerontology	Genesee	810-767-7080		
Center for Gerontology/Medical	Genesee	810-767-7080		
City of Flint Parks and Recreation	Genesee	810-766-7463		
Eastside Senior Citizens Association	Genesee	810-250-5000		

Family Service Agency of Genesee Co (FG)	Genesee	810-767-4014			
Flint Mass Transportation Authority	Genesee	810-767-6950	Kim Murphy		<a href="http://www.mtaflint.org/">www.mtaflint.org/</a>
Genesee Council of the Blind, Inc.	Genesee	810-789-2265			
Genesee County Assn for Retarded Citizens	Genesee	810-238-3671			
Heart of Senior Citizens Service	Genesee	810-785-2270	Gayle I. Reed		
Jewish Community Services	Genesee	810-767-5922			
Montrose Community Center	Genesee	810-639-6168			
Visually Impaired Center	Genesee	810-235-2544			
Davison-Richfield Senior Center	Genesee	810-658-1566	Christine Kautz		
RSVP of Genesee and Shiawassee	Genesee and Shiawassee	810-760-1092	Karen Reid		
Gladwin City/County Transit	Gladwin	989-426-6751	Dennis Vannest		<a href="http://www.mdot.state.mi.us/ptd/providers/gladwin.cfm">www.mdot.state.mi.us/ptd/providers/gladwin.cfm</a>
Gogebic County Transit	Gogebic	906-932-2523	James Mildren		<a href="http://www.mdot.state.mi.us/ptd/providers/gogebic.cfm">www.mdot.state.mi.us/ptd/providers/gogebic.cfm</a>
Lac Vieux Desert Band of Chippewa Indians					
Grand Traverse COA	Gogebic / Iron / Ontonagon Grand Traverse	906-358-0202 231-922-4688 231-941-2355	Georgia Durga		
Bay Area Transportation Authority	Grand Traverse / Leelanau	989-463-6016	Clark		<a href="http://www.bata.net/">www.bata.net/</a>
Alma Dial-A-Ride	Gratiot	989-875-5146	Randy Sumner		<a href="http://www.ci.alma.mi.us/dart.htm">www.ci.alma.mi.us/dart.htm</a>
Gratiot County COA	Gratiot	989-463-2384	Craig Zeese		
Handicappers Information Council	Gratiot				
Hillsdale County Senior Services Center	Hillsdale	517-437-2422	Jane Sanderson		<a href="http://www.discoverhillsdale.com/seniorcenter/transportation.html">http://www.discoverhillsdale.com/seniorcenter/transportation.html</a>
Hillsdale Dial-A-Ride	Hillsdale	517-437-6444	Tim Vagle		<a href="http://www.hillsdalecounty.info/government0074.asp">http://www.hillsdalecounty.info/government0074.asp</a>
Key Opportunities	Hillsdale	517-437-4469	Jane Munson		
Hancock, City of	Houghton	989-482-3450			
Houghton Motor Transit Line	Houghton	906-482-1700	Jodi Reynolds		<a href="http://www.cityofhoughton.com/citytransit.html">www.cityofhoughton.com/citytransit.html</a>
Little Brothers Friends of the Elderly	Houghton	906-482-6944			
Vocational Strategies Inc. (Houghton)	Houghton	906-482-6142			
Western Upper Peninsula RSVP	Houghton	906-482-7382	Barbara Maronen		
Portage Health Resources - Campus Dr	Houghton / Keweenaw	906-483-1195			
Huron Transit Coporation	Huron	989-269-2103	Ken Jimkoski		<a href="http://www.mdot.state.mi.us/ptd/providers/huron.cfm">www.mdot.state.mi.us/ptd/providers/huron.cfm</a>
Human Development Commission, RSVP	Huron / Sanilac / Tuscola	989-673-4121	Julia DeGuise		
Capital Area Transportation Authority	Ingham	517-394-1100	Sharen Blowers		<a href="http://www.cata.org/">www.cata.org/</a>
Cristo Del Ray Senior Center	Ingham	517-371-1700			
Volunteer Center of Mid-Michigan	Ingham	517-372-4020			
Waverly 39er's Club	Ingham	517-484-5600			

Belding Dial-A-Ride	Ionia	616-794-4814	Suzanne Christensen	<a href="http://www.ci.belding.mi.us/pages/dialaride.htm">www.ci.belding.mi.us/pages/dialaride.htm</a>
Ionia County COA	Ionia	616-527-5365	Lynette Seiler	<a href="http://city.ionia.mi.us/idar/">city.ionia.mi.us/idar/</a>
Ionia Dial-A-Ride	Ionia	616-527-4000	Lynn Laffler	<a href="http://city.ionia.mi.us/idar/">city.ionia.mi.us/idar/</a>
Ionia Transit Authority	Ionia	616-527-4000	Lynn Laffler	<a href="http://www.mdot.state.mi.us/ptd/providers/iosco.cfm">www.mdot.state.mi.us/ptd/providers/iosco.cfm</a>
Iosco Transit Corporation	Iosco	989-362-6681	Darlene Eno	
Tawas Senior Center	Iosco	989-728-6484		
Dickinson Iron Community Services Agency	Iron / Dickinson	906-774-2256	Tim Nelson	
TRICO Inc.	Iron / Dickinson	906-774-5718		
Isabella County COA	Isabella	989-772-0748	Brenda J. Upton	
Isabella County Transportation Commission	Isabella	989-773-2913	Jan Bauman	<a href="http://www.mdot.state.mi.us/ptd/providers/isabella.cfm">www.mdot.state.mi.us/ptd/providers/isabella.cfm</a>
Catholic Charities - RSVP Program	Jackson	517-782-4616	Pamela McCrum	
Jackson Transportation Authority	Jackson	517-787-8363	Oliver Lindsay	<a href="http://www.jacksontransit.com/">www.jacksontransit.com/</a>
Area Agency on Aging 3B	Kalamazoo	269-373-5147	Judy Sivak	
Covenant Senior Day Program	Kalamazoo	269-324-3250		
Kalamazoo County Human Services	Kalamazoo	269-384-8050	Peter Lenz	<a href="http://www.kalcounty.com/hsd/careavan.htm">www.kalcounty.com/hsd/careavan.htm</a>
Kalamazoo Metro Transit System	Kalamazoo	269-337-8201		<a href="http://www.kmetro.org/">www.kmetro.org/</a>
Portage Senior Center	Kalamazoo	269-329-4555	Josephine L. Arnold	
Senior Services, Inc.	Kalamazoo	269-382-0515	Tracie Wheeler	
South County Senior Services	Kalamazoo	269-649-2901		
Shepherd's Center	Kalamazoo	269-383-1122	Joanne DeKoek	
Kalkaska County COA	Kalkaska	231-258-5030	Carol Cort	
Kalkaska Public Transit Authority	Kalkaska	231-258-6808	Ron Kea	<a href="http://www.mdot.state.mi.us/ptd/providers/kalkaska.cfm">www.mdot.state.mi.us/ptd/providers/kalkaska.cfm</a>
American Red Cross Of West Central Michigan	Kent			
		616-456-8661		
Area Community Service Employment & Training Council (ACSET)	Kent	616-696-2150		
City of Wyoming Senior Center	Kent	616-530-3190		
Goodwill Industries (Kent County)	Kent	616-532-4200		
Hope Network Inc.	Kent	616-243-0876	Dan Gowdy	
Interurban Transit Partnership	Kent	616-456-7514		<a href="http://www.ridetherapid.org/">www.ridetherapid.org/</a>
Kent County Community Mental Health	Kent	616-336-3765		
Native American Senior Services	Kent	616-458-4078		
Neighbors International	Kent	616-454-7247		
North Kent Transit Service	Kent	616-243-2783	Dan Gowdy	
Rockford Seniors Unlimited	Kent	616-863-6322	Marcia Stoz	
Senior Neighbors	Kent	616-459-6019	Robert Barnes	
United Methodist Community House	Kent	616-452-3226		

Harmony Gardens Senior Day Care	Keweenaw	906-337-3992			
Lake County Senior Services (St. Ann's Church)	Lake	231-745-7201			
Yates Township Transportation System	Lake	231-745-7322	Loretta Adams-Ashby		www.mdot.state.mi.us/ptd/providers/yates.cfm
Greater Lapeer Transportation Authority	Lapeer	810-664-4566	Fred Luke		www.lapeer.org/ServiceOrg/LapeerTransportation/
Lapeer County Dept. of Senior Activities	Lapeer	810-724-6030	Jan Coffey		http://lapeer.org/ServiceOrg/LapeerTransportation/medaride.html
Lapeer Red Cross Med-A-Ride	Lapeer	810-232-1401			http://lapeer.org/ServiceOrg/LapeerTransportation/teamwork.html
Lapeer Teamwork Inc.	Lapeer	810-664-2710			
Leelanau County COA	Leelanau	231-256-7590	Rosie Steffens		
Adrian Dial-A-Ride	Lenawee	517-264-4849	Marcia Bohannon		www.mdot.state.mi.us/ptd/providers/adrian.cfm
Lenawee County Department on Aging	Lenawee	517-264-5280	Tom MacNaughton		
Lenawee County Transit	Lenawee	517-264-4849	Marcia Bohannon		www.mdot.state.mi.us/ptd/providers/lenawee.cfm
Catholic Social Services of Livingston County	Livingston	517-545-5944	Darlene Fraley		
Hartland Senior Center	Livingston	810-6326286			
Livingston Essential Transportation Authority	Livingston	517-546-6600	Katrina Maxwell		co.livingston.mi.us/lets/
Brighton Senior Center	Livingston	810-294-3814	Nancy Hall		
Community Mental Health of Livingston	Livingston	517-546-4126			
American Cancer Society	Livingston / Washtenaw	734-971-4300			
Livonia Civic Park Senior Center	Livonia	734-466-2555			
Livonia Community Transit	Livonia	734-421-5600			
Livonia Housing Commission	Livonia	248-477-7086			
St. Mary Mercy Hospital Courtesy Van	Livonia	734-464-4800			
Chippewa-Luce-Mackinac CAA	Mackinac	906-632-3363			
Bi-County Community Hospital	Macomb	586-759-7433			
Bon Secours Hospital Care Van	Macomb	313-343-1444			
Catholic Services of Macomb	Macomb	586-412-8054	Suzanne Szczepanski-White		
Catholic Social Serv of Wayne (Macomb Co.)	Macomb	313-883-2100			
Chesterfield Charter Township Parks and Rec.	Macomb	586-468-8599			
Chesterfield Charter Township Senior Center	Macomb	586-949-0400			

Clinton Township Community Health Information Office	Macomb	586-792-8846		
Clinton Township Service Center	Macomb	586-723-8120 ext 9333	Kathleen Hickey	
Cottage Hospital	Macomb	313-640-2245		
Eastpointe Senior Center	Macomb	586-445-5085		
Fraser Senior Activity Center	Macomb	586-296-8483		
Harrison Township DAR	Macomb	586-466-1497		
Macomb Co. Community Services Agency	Macomb	586-469-5225		
Macomb Co. Interfaith Volunteer Caregivers	Macomb	586-983-3633.		
Macomb County Dept of Sr Citizens Adult Day Care Program	Macomb	586-469-6313		
Macomb Township DAR	Macomb	586-992-0710		
Mount Clemens Community Transportation	Macomb	586-463-8603		
Richmond Lenox EMS	Macomb	586-727-2184		
Romeo Parks and Recreation	Macomb	586-752-9010		
Roseville Recreation Center	Macomb	586-445-5482		
Shelby Township Senior Citizens Center	Macomb	586-726-4560		
St. Clair Shores Parks and Recreation	Macomb	586-445-0996		
St. John Hospital	Macomb	586-573-5000		
STAR Transportation	Macomb	586-752-9010		
Sterling Heights Senior Activity Center, City of	Macomb	586-446-2750	Sharon Roosen	
Warren Parks and Recreation	Macomb	586-759-0920		
ARC Service of Macomb, Inc.	Macomb / St. Clair	810-469-1160		
Manistee County Transportation	Manistee	231-723-6561	Richard Strevey	<a href="http://www.mdot.state.mi.us/ptd/providers/manistee.cfm">www.mdot.state.mi.us/ptd/providers/manistee.cfm</a>
Marquette County Transit Authority	Marquette	906-225-1112	Howard Schweppe	<a href="http://www.marq-tran.com/">www.marq-tran.com/</a>
Marquette Senior Day Care	Marquette	906-226-2142		
RSVP of Marquette County / Marquette County COA	Marquette	906-226-4180	Kathy Herrain	
Ludington Mass Transportation Authority	Mason	231-845-1231	Richard Collins	<a href="http://www.mdot.state.mi.us/ptd/providers/ludington.cfm">www.mdot.state.mi.us/ptd/providers/ludington.cfm</a>
Mason County Central Schools	Mason	231-757-3713		
Big Rapids Dial-A-Ride	Mecosta	231-796-8675	Debra Wilkinson	<a href="http://www.ci.big-rapids.mi.us/DART/dartbrochure.pdf">http://www.ci.big-rapids.mi.us/DART/dartbrochure.pdf</a>
Mecosta County Area Transit	Mecosta	231-796-4896	David Cope	<a href="http://www.mdot.state.mi.us/ptd/providers/mecosta.cfm">www.mdot.state.mi.us/ptd/providers/mecosta.cfm</a>
Mecosta County COA	Mecosta	231-972-2884	Karen A. Stillwell	
Menominee/Delta/Schoolcraft	Menominee	906-786-7080		
Midland County COA	Midland	989-633-3700	Debbie Conarty	<a href="http://www.seniorservicesmidland.org/more_transportation.htm">http://www.seniorservicesmidland.org/more_transportation.h</a> tm

Midland County Connection	Midland	989-631-5202	Lyn Knapp	<a href="http://www.mdot.state.mi.us/ptd/providers/midlandco.cfm">www.mdot.state.mi.us/ptd/providers/midlandco.cfm</a>
Midland Dial-A-Ride	Midland	989-837-6909	Karen Murphy	<a href="http://www.midland-mi.org/government/departments/dps/dart/dart.htm">www.midland-mi.org/government/departments/dps/dart/dart.htm</a>
Missaukee County COA	Missaukee	231-839-7839	Pam Niebrzydowski	
Lake Erie Transit	Monroe	734-242-6672	Aaron Simonton	<a href="http://www.lakeerietransit.com/">www.lakeerietransit.com/</a>
Monroe Center, The	Monroe	734-241-0404		
Monroe County Opportunity Program	Monroe	734-241-2775		
SMART – Bedford	Monroe			
Bedford Health Van	Monroe	734-850-6040	Deb Prescott	
Bedford Senior Citizen Center	Monroe	734-856-3330		
Monroe County Community Mental Health	Monroe	734-243-7340		
Karmanos Cancer Institute	Monroe / Washtenaw	734-282-5818		
Greenville Transit	Montcalm	616-754-5645	Mitch Anna	<a href="http://www.mdot.state.mi.us/ptd/providers/greenville.cfm">www.mdot.state.mi.us/ptd/providers/greenville.cfm</a>
Montcalm County COA	Montcalm	989-831-7476	Diane Murray	
Montmorency County COA	Montmorency	989-785-2580	Stacy Carroll	
Goodwill Industries	Muskegon	231-722-7871		
Mission for Area People	Muskegon	231-733-9672		
Muskegon Area Red Cross	Muskegon	231-726-3555		
Muskegon Area Transit System	Muskegon	231-724-6420	James Koens	<a href="http://www.mdot.state.mi.us/ptd/providers/muskegon.cfm">www.mdot.state.mi.us/ptd/providers/muskegon.cfm</a>
Pioneer Resources	Muskegon	231-773-5355		
Senior Services	Muskegon	231-739-5858		
Senior Transportation	Muskegon	231-724-4150		<a href="http://www.ci.muskegon.mi.us/cityservices/departments/publicworks/transit.asp">http://www.ci.muskegon.mi.us/cityservices/departments/publicworks/transit.asp</a>
West Michigan Veterans	Muskegon	231-722-3499		
Hospice of Muskegon-Oceana	Muskegon / Oceana	231-728-3442		
Nutritional Services	Muskegon / Oceana / Ottawa	231-755-0434		
Newaygo County COA	Newaygo	231-689-2100	Robert Sullivan	
Auburn Hills Dept. of Senior Services	Oakland	248-370-9353		
Beverly Hills Parks and Recreation	Oakland	248-546-2450		
Birmingham Area Seniors Coor.ncl.	Oakland	248-642-1040		
Bloomfield Township Community Transit	Oakland	248-332-3696		
Catholic Social Services of Oakland County (RSVP)	Oakland	248-559-1147 ext. 3422	Herschell T. Masten	
City of Berkley Parks & Recreation Dept.	Oakland	248-546-2450		
City of Farmington Hills, Senior Adult Div.	Oakland	248-473-1864		

Clawson Senior Citizens Center	Oakland	248-583-6700		
Commerce Township Richardson Center	Oakland	248-926-0063		
Crittenton Hospital	Oakland	248-652-5315		
Downriver Community Conference	Oakland	734-362-7022		
Dublin Senior Center	Oakland	248-698-3994		
Fannie Adams Transportation	Oakland	248-542-6859		
Farmington Hills DAR	Oakland	248-476-3300		
Ferdale Senior Citizens Drop-In Center	Oakland	248-546-2313		
FISH	Oakland	248-352-6212		
Hazel Park Senior Center	Oakland	248-546-4093		
Highland Ride With Pride	Oakland	248-887-0004		
Holly Community Education Center	Oakland	248-634-4431		
Huntington Woods Recreation Center	Oakland	248-541-3030		
Huron Valley Sanai Hospital	Oakland	248-360-3502		
Independence Senior Center	Oakland	248-625-8231		
Keego Harbor	Oakland	248-681-6172		
Madison Heights Senior Center	Oakland	248-545-3464	Lee Giannini	
North Oakland Transportation Authority	Oakland	248 236-9273		
Novi Parks and Recreation Senior Center	Oakland	248-347-0414	Kathy Crawford	
Oak Park Senior 50 UP Club	Oakland	248-691-2357	Rhoda Horner	
Oakwood Health Systems Healthlink Van	Oakland	248-292-9981		
Older Person's Commission	Oakland	248-652-4780	Mary E. Miller	
Ortonville Senior Center	Oakland	248-627-6447		
Pearl Wright Senior Citizen Center	Oakland	248-542-6752		
POH Medical Center	Oakland	248-338-5048		
Pontiac Comm. and Human Resources	Oakland	248-332-3696		
Pontiac Schools – SCAMP	Oakland	248-451-6800		
Royal Oak Transportation -- SMART	Oakland	248-962-5515		
South Lyon Center for Active Adults	Oakland	248-573-8175		
Tele-Van	Oakland	248-858-2221		
Transportation of Southfield Seniors	Oakland	248-827-0700		
Troy Medi-Go	Oakland	248-457-1100		
Troy Peopole Concerned	Oakland	248-589-9199		
Village of Milford Transportation	Oakland	248-685-873		
Waterford Parks and Recreation	Oakland	248-623-6500	Lannett Amon	
West Bloomfield Parks and Recreation	Oakland	248-738-2500		
White Lake Senior Center	Oakland	231-894-9493		

Suburban Mobility Authority for Regional Transportation (SMART)	Oakland / Macomb / Wayne	866-962-5515			www.smartbus.org/smart/home
Northwest Wayne-Oakland Transportation Consortium	Oakland / Wayne	248-474-3333			
Oceana County COA	Oceana	231-873-4461	Carole Graber		
Ogemaw COA	Ogemaw	989-345-3010	Barbara Frantz		
Ogemaw County Public Transportation	Ogemaw	989-345-5790	Shirley Buck		www.mdot.state.mi.us/ptd/providers/ogemaw.cfm
Ontonagon County Commission on Aging	Ontonagon	906-575-3461			
Ontonagon County Public Transit	Ontonagon	906-884-2458	Vicki White		www.mdot.state.mi.us/ptd/providers/ontonagon.cfm
Osceola COA	Osceola	231-734-5559	Loraine McCall		
Osceola County Area Transit	Osceola	231-796-4896	David Cope		www.mdot.state.mi.us/ptd/providers/osceola.cfm
Oscoda County Area Transit Specialists	Oscoda	989-826-5078			
Ostego County COA / RSVP	Ostego	989-732-1122	Dona Wishart		
Otsego County Bus System	Otsego	989-731-1204	Cle Leask		www.otsego.org/ocbs/
Evergreen Commons Senior Center	Ottawa	616-355-5151			
Good Samaritan Ministries	Ottawa	616-392-7159			
Harbor Transit	Ottawa	616-842-3220	Julie Bildner		www.mdot.state.mi.us/ptd/providers/grandhaven.cfm
Life Services System	Ottawa	800-577-7661			
Love, Inc. Transportation	Ottawa	616-662-3300			
Macatawa Area Express	Ottawa	616-355-1498	Linda LeFebre		www.ci.holland.mi.us/manager/max/
North Ottawa County COA	Ottawa	616-842-9210	Gail Ringeberg		
Georgetown Seniors Inc.	Ottawa	616-457-1170	Larry Erlandson		
Presque Isle County COA	Presque Isle	989-766-9991	Barbara Nagi		
Area Agency on Aging Region 10	Region 10	800-442-1713			
Area Agency on Aging	Region 1B	248-357-2255			
Roscommon County COA	Roscommon	989-366-0205	Carolyn Moore		
Roscommon Mini Bus System	Roscommon	989-366-5309	Judy Devine		www.roscommoncounty.net/Mini_Bus.htm
Healthsource Saginaw Inc.	Saginaw	989-790-7742			
Lutheran Home of Frankenmuth	Saginaw	989-652-9951			
Saginaw CMHA	Saginaw	989-797-3400			
Saginaw COA	Saginaw	989-797-6876	Karen Courneya		
Saginaw Transit Authority Regional Service	Saginaw	989-753-9531			www.saginaw-stars.com/
St Marys Guardian Angel Respite and Day Care Service	Saginaw	989-753-0824			
Tri-City SER	Saginaw	989-497-2060			
Sanilac Transportation Corporation	Sanilac	810-657-9311	Onalee Pallas		www.mdot.state.mi.us/ptd/providers/sanilac.cfm
Schoolcraft County COA	Schoolcraft	906-341-5923	Connie Frenette		
Schoolcraft County Public Transportation	Schoolcraft	906-341-2111	Kevin Swanson		www.mdot.state.mi.us/ptd/providers/schoolcraft.cfm
Schoolcraft Memorial Hospital	Schoolcraft	906-341-3200			

AIDS Partnership of Michigan	SE Michigan	313-446-9800		
Myasthenia Gravis Assn	SE Michigan	248-423-9700		
Alzheimer's Disease Assn	SE Michigan	248-557-8277		
American Indian Health Center	SE Michigan	313-846-3718		
Jewish Vocational Services	SE Michigan	248-559-5000		
Looking Glass	Shiawassee	989-651-6846		
Shiawassee Area Transportation Authority	Shiawassee	989-729-2687		<a href="http://www.mdot.state.mi.us/ptd/providers/shiawassee.cfm">www.mdot.state.mi.us/ptd/providers/shiawassee.cfm</a>
Shiawassee County COA	Shiawassee	989-723-8875	Bob Bluedorn	
Shiawassee Regional Education Services	Shiawassee	989-743-3471		
The ARC Shiawassee Co Inc.	Shiawassee	989-723-7377		
ARC of St. Clair County	St. Clair	810-982-3261		
Blue Water Transportation Commission	St. Clair	810-987-7381		<a href="http://www.mdot.state.mi.us/ptd/providers/bluewater.cfm">www.mdot.state.mi.us/ptd/providers/bluewater.cfm</a>
Capac Senior Center	St. Clair	810-395-7889		<a href="http://www.thecouncilonaging.org/transportation.htm">http://www.thecouncilonaging.org/transportation.htm</a>
Cherry Beach Senior Center	St. Clair	810-765-8570		<a href="http://www.thecouncilonaging.org/transportation.htm">http://www.thecouncilonaging.org/transportation.htm</a>
Port Huron Senior Center	St. Clair	810-984-5061		<a href="http://www.thecouncilonaging.org/transportation.htm">http://www.thecouncilonaging.org/transportation.htm</a>
Yale Senior Center	St. Clair	810-387-3720		<a href="http://www.thecouncilonaging.org/transportation.htm">http://www.thecouncilonaging.org/transportation.htm</a>
ARCH Inc.	St. Joseph	616-651-8527		
St. Joseph County COA	St. Joseph	269-279-8083	Renee	
St. Joseph County Transportation Authority	St. Joseph	269-273-7808	Russ Lavery	<a href="http://www.mdot.state.mi.us/ptd/providers/sjoseph.cfm">www.mdot.state.mi.us/ptd/providers/sjoseph.cfm</a>
Caro Thumbudy Express	Tuscola	989-673-8488	Lois Sutton	<a href="http://www.hdc-caro.org/services.asp#Bus">www.hdc-caro.org/services.asp#Bus</a>
Van Buren Public Transit	Van Buren	269-427-7377	William Olney	<a href="http://www.vbco.org/services0009.asp">http://www.vbco.org/services0009.asp</a>
South Haven Area Senior Services	Van Buren	269-637-3607	Kathy Pearl	
Aid in Milan	Washtenaw	734-439-8420		
Ann Arbor Transportation Authority	Washtenaw	734-973-6500		<a href="http://www.theride.org/">www.theride.org/</a>
Chelsea Area Transportation System	Washtenaw	734 457-9494		
Neighborhood Senior Services (Ann Arbor)	Washtenaw	734-712-7775		
Northfield Human Service Agency	Washtenaw	734-449-0110	Doug Anderson	
Northfield Township Senior Center	Washtenaw	734-449-2295		
RSVP of Washtenaw	Washtenaw	734-712-3625		
Dexter Senior Citizens	Washtenaw	734-426-7737		
Saline Area Senior Citizens	Washtenaw	734-429-9274		
Ypsilanti Township Senior Center	Washtenaw	734-544-3838		
Milan Public Transportation	Washtenaw / Monroe	734-439-2457	Lisa Patton	<a href="http://www.mdot.state.mi.us/ptd/providers/milan.cfm">www.mdot.state.mi.us/ptd/providers/milan.cfm</a>
Allen Park Community Transit	Wayne	313-961-6030		
Allen Park Senior Program: Senior Citizens Alternative Transportation	Wayne	313-928-0770		
Belleville	Wayne	734-697-3733		
September Days Senior Center	Wayne	734-699-8918		

Brownstown Township Senior Center	Wayne	734-675-0920	Kari Wolf
Plymouth Mobility Transportation	Wayne	734-975-4630	
Canton Township Parks and Recreation Senior Center	Wayne	734-394-5485	
Canton Township FISH	Wayne	734-261-1011	
Canton Township Mobility Transportation	Wayne	734-975-4630	
CAUSE	Wayne	313-897-6500	
Downriver Community Conference	Wayne	734-362-7022	
Dearborn Community Transit	Wayne	313-961-6030	
Dearborn Elderly Assistance Referral (EAR)	Wayne	313-943-4083	
Ford Community Performing Art Center Recreation Dept. Senior Service Division	Wayne	313-943-4083	
Dearborn Heights Community Transit	Wayne	313-961-6030	
Ecorse Senior Citizen Center	Wayne	313-382-3305	
Ecorse Community Transit	Wayne	313-961-6030	
Flat Rock	Wayne	734-782-3488	
Garden City FISH	Wayne	734-326-6212	
Gibraltar	Wayne	734-671-1466	
Inkster Senior Services	Wayne	313-561-2382	
Lincoln Park Community Transit	Wayne	313-961-6030	
Community Care Service	Wayne	313-389-7525	
Lincoln Park Senior Transportation	Wayne	313-386-3103	
Melvindale Community Transit	Wayne	313-961-6030	
Plymouth Community COA	Wayne	734-453-1234 x236	
Plymouth Township	Wayne	734-459-8888	
Plymouth FISH	Wayne	734-261-1011	
Redford FISH	Wayne	313-255-8204	
Redford Community Transit DAR	Wayne	313-387-2770	
River Rouge Community Transit	Wayne	313-961-6030	
River Rouge Senior Center	Wayne	313-842-4718	
Riverview Community Transit	Wayne	734-283-5550	
Romulus Community Transit	Wayne	734-941-8996	
Romulus Senior Center	Wayne	734-941-6852	
Southgate Community Transit	Wayne	734-283-5550	
Southgate Seniors	Wayne	734-246-1337	
Sumpter Township Senior Citizens	Wayne	734-461-9373	
Deluxe Cab Company	Wayne	313-292-3920	
Taylor Community Transit	Wayne	734-283-5550	

Trenton	Wayne	734-675-0063	
Van Buren Township	Wayne	734-699-8918	
Taxi Town	Wayne	734-721-6161	
Alzheimer's Disease Association	Wayne	248-557-8277	
Nankin Transit Commission	Wayne	734-729-2710	
Northfield Human Services People's Express	Wayne	734-449-0837	
Northville Senior Citizens Center	Wayne	248-349-4140	
Project Compassion, Inc.	Wayne	313-897-7470	
SMART	Wayne	866-962-5515	<a href="http://www.smartbus.org/smart/home">www.smartbus.org/smart/home</a>
Taylor Oakwood Hospital Systems - Heritage Hospital	Wayne	313-295-5000	
AIDS Partnership Michigan	Wayne	313-446-9800	
Area Agency on Aging 1-CL	Wayne	734-722-2830	
MI Commission for the Blind	Wayne	313-256-1524	
Myasthenia Gravis Assn	Wayne	248-423-9700	
Woodhaven Senior Citizens	Wayne	734-675-4926	
Wyandotte	Wayne	734-324-7285	
Wyandotte Cab Company	Wayne	734-282-2222	
Cadillac/Wexford Transit Authority	Wexford	231-775-9411	Vance Edwards <a href="http://www.mdot.state.mi.us/ptd/providers/cadillac.cfm">www.mdot.state.mi.us/ptd/providers/cadillac.cfm</a>
Wexford County COA	Wexford	231-775-0133	Bonnie Forbes

### Appendix 3: Home Health Care Transportation Providers (2003)

Organization	Region	Address	City, State, ZIP	Phone
Adult Well Being	1A	1423 Field Avenue	Detroit, MI 48214	(313) 924-7860
Hemid (Help the Elderly Maintain Independence)	1A	1100 E. State Fair	Detroit, MI 48203	(313) 891-1038
I To I Care, Inc.	1A	18585 Mack Ave.	Grosse Pointe, MI 48236	(313) 343-5555
Senior Support Services	1A	2957 Woodward Ave.	Detroit, MI 48201	(313) 831-8100
Watson Health Care-Detroit	1A	17555 James Couzens, 2nd Floor	Detroit, MI 48235	(313) 862-1391
Abcare's Home Health Exchange	1B	24423 Southfield Rd Suite 200	Southfield, MI 48075	(248) 423-9600
Always Angels Nursing Service, Inc.	1B	51424 Van Dyke	Shelby Twp., MI 48316	(810) 254-9951
Amag Superior Home Care	1B	3109 Spring Hollow Ct.	Ann Arbor, MI 48105	(734) 663-8319
American House – Stone	1B	3741 S Adams Road	Rochester Hills, MI 48309	(248) 853-2330
Arcadia Health Care, Inc.	1B	26431 Southfield Rd.	Lathrup Village, MI 48076	(248) 557-4600
At Home Care Services	1B	23030 Mooney, Suite D	Farmington, MI 48336	(248) 427-9913
Care One, Inc.-Ypsilanti	1B	301 W. Michigan, Suite 406	Ypsilanti, MI 48197	(734) 480-0011
ComForcare Senior Services	1B	42505 Woodward Ave, Suite 250	Bloomfield Hills, MI 48304	(248) 745-9700
Elite Care	1B	4900 Jackson Road	Ann Arbor, MI 48103	(517) 784-1790
Evergreen Personal, L.L.CL.	1B	5573 St. Andrew	Bloomfield Hills, MI 48302	(248) 620-8890
Excellacare, Inc.	1B	20853 Farmington Road, Suite 205	Farmington Hills, MI 48336-5116	(888) 476-9091
Focus Care Home Health	1B	24333 Southfield Road, Suite 103+H2	Southfield, MI 48075	(248) 569-1218
Friman Home Care Agency	1B	2035 Hogback Rd.	Ann Arbor, MI 48105	(734) 975-0755
Harrington Inn	1B	1026 Military Street	Port Huron, MI 48060	(810) 985-5550
Hart-to-Hart, Inc.	1B	810 W. Elm, Suite 116	Monroe, MI 48162	(734) 243-0018
Helping Hands Nursing Service, Inc.-Bloomfield	1B	10 West Square Lake Rd	Bloomfield Hills, MI 48302	(248) 451-3000
Home Care Helpers, Inc.	1B	1883 E Maple	Troy, MI 48083	(248) 588-9683
Innovations Home Care	1B	7701 W. Grand River, Suite 1	Brighton, MI 48114	(810) 227-7544
Mariekathy Home Care Agency	1B	3670 Beech Drive	Ypsilanti, MI 48197	(734) 973-9968
Maxim Healthcare Services, Inc.	1B	25899 W.12 Mile, #250	Southfield, MI 48034	(248) 357-7080
Medical Staffing Network, Inc.	1B	23100 Providence #215	Southfield, MI 48075	(248) 424-7474
Metrostaff Health Care(ADBA of Arcadia)	1B	28637 Northwestern Hwy.	Southfield, MI 48034	(248) 350-2290
Oakland Livingston Human Services Agency	1B	196 Cesar E. Chavez Ave., P.O. Box 430598	Pontiac, MI 48343-0598	(248) 209-2600
Renaissance Community Homes	1B	25 East Main Street	Milan, MI 48160	(734) 439-0464
Response Nursing Agency, Inc	1B	6879 Apple Blossom Trail	West Bloomfield, MI 48322	(248) 960-9800
Shalam, Inc.	1B	28475 Greenfield Rd, Suite 214	Southfield, MI 48076	(248) 552-7345
Unique Home Care, Inc.	1B	24655 Southfield Rd. Ste. LL-2	Southfield, MI 48075	(248) 569-9259
Watson Health Care-Ypsilanti	1B	5909 W. Michigan Ave.	Ypsilanti, MI 48197	(734) 528-5056

Griswold Special Care Troy/Macomb	1B45100 Sterritt #104	Utica, MI 48317	(586) 254-0672
Independent Nursing Services	1B25689 Kelly Road	Roseville, MI 48066	(810) 771-4097
Loving Hands Healthcare	1B21700 Greenfield	Oak Park, MI 48237	(248) 968-5130
Quality Homecare Services	1B31691 Olmstead Road	Rockwood, MI 48173	(734) 379-0736
Williams Quality In-Home Care, LLC	1B1221 Ortonville Road, Suite CL	Ortonville, MI 48462	(248) 627-5757
Atrium Home & Healthcare Services, Inc.	1C8033 E. Ten Mile Road, Suite 111	Centerline, MI 48015	(810) 756-6661
Home Health Professionals - Livonia Site	1C29140 Buckingham, Suite 2	Livonia, MI 48154	(734) 794-1020
Kizann Homecare, Inc.	1C15100 Northline, Suite 107	Southgate, MI 48195	(734) 283-9940
Graceful Home Care Services	1C13109 Birrell	Southgate, MI 48195	(734) 282-7539
Care One, Inc. - Jackson	22190 Brooklyn Road	Jackson, MI 49203	(517) 780-0037
Elder Care of Jackson, Inc.	2505 Fern	Jackson, MI 49202	(517) 784-1790
Friends Who Care, Inc.-Hillsdale	24 North Howell, Suite 400	Hillsdale, MI 49242	(517) 437-7321
Friends Who Care, Inc.-Jackson	2115 S. West Street	Jackson, MI 49201	(517) 787-5710
Helping Hands Home Care	2One Jackson Square, Suite 400	Jackson, MI 49201	(517) 841-6985
Home Health Professionals - Jackson Site	2950 West Monroe Street	Jackson, MI 49201	(517) 796-0971
Home Instead Senior Care - Jackson	2414 S. Jackson Street	Jackson, MI 49201	(517) 788-7997
Potential Development Homes, Inc.	2P.O. Box 1978	Jackson, MI 49204-1978	(517) 784-4426
Friends Who Care, Inc.-Adrian	2203 North Main Street	Adrian, MI 49221	(517) 263-9223
Health & Home Services Unlimited, Inc.	2576 Olds Street	Jonesville, MI 49250	(517) 849-4663
A+ Nursing Inc.	3A1125 E. Milham Rd.	Kalamazoo, MI 49002	(800) 531-0272
Alpha Christian Registry-Kalamazoo	3A4000 Portage Rd, Suite 109	Kalamazoo, MI 49001	(800) 542-9667
America's H-Care Professionals	3A4211 E. Centre St	Portage, MI 49002	(800) 891-1189
Home Health Professionals - Kalamazoo Site	3A5413 S. Westnedge	Kalamazoo, MI 49002	(269) 384-6988
M/Staff	3A2401 E Milham St	Portage, MI 49002	(616) 349-8990
Medical Resource Management	3A5930 Lovers Lane	Portage, MI 49002	(269) 385-4698
Metron People Care - Kalamazoo	3A4230 S. Westnedge	Kalamazoo, MI 49002	(616) 382-4337
Olsten Health Services - Kalamazoo	3A5401 Portage Rd	Kalamazoo, MI 49002	(616) 381-5620
Senior Home Support	3A600 S. Lincoln St.	Augusta, MI 49012	(616) 731-5787
South County Community Services	3A101 S. Main St.	Vicksburg, MI 49097	(616) 649-2901
Kelly Home Care - Battle Creek	3B77 South 20 <sup>th</sup> St., Suite 2	Battle Creek, MI 49015	(866) 835-3385
ADL Homecare	3B424 Riverside #103	Battle Creek, MI 49201	(616) 963-9888
Friends Who Care-Battle Creek	3B1346 W Columbia, Suite 1	Battle Creek, MI 49015	(616) 962-5383
Home Health Professionals - Battle Creek Site	3B5350 E. Beckley Rd.	Battle Creek, MI 49015	(269) 979-5299
Lakeshore Home Health Care, Inc. - Battle Creek site	3B2 W. Michigan Ave	Battle Creek, MI 49017	(269) 965-2000
Quality Nursing Services	3BP.O. Box 2118, 122 N. Robin	Battle Creek, MI 49017	(269) 964-2113
VNS Continu Care (Lifespan)	3B131 East Columbian, Suite 112	Battle Creek, MI 49015	(231) 627-7157
WSI Health Inc	3B65 Clark Rd	Battle Creek, MI 49015	(269) 968-1021
Home Health Professionals - Coldwater Site	3B92 West Chicago	Coldwater, MI 49036	(517) 278-1744

Sturgis Home Care	3C/P.O. Box 126	Sturgis, MI 49091	(800) 891-1332
Christian Health Services	4858 Pipestone, Suite 7	Benton Harbor, MI 49022	(616) 925-9933
M-Staff-Buchanan	4257 E. Front St.	Buchanan, MI 49107	(616) 695-4609
Respite Care Center	41705 Oak St. #2	Niles, MI 49120	(616) 687-9577
River Valley Senior Center	413321 Red Arrow Highway	Harbert, MI 49115	(616) 469-4556
Creative In-Home Care, Inc.-Bangor	454646 24th Avenue	Bangor, MI 49013	(616) 427-5998
Gentiva Health Services-Flint	52377 South Linden Road	Flint, MI 48532	(810) 732-9030
Friends Who Care-Montrose	5276 E. State Street	Montrose, MI 48457	(800) 804-6510
Care One, Inc. Lansing	66920 Cedar, Suite 9	Lansing, MI 48911	(517) 699-3700
Creative In-Home Care-Lansing	63315 S. Pennsylvania	Lansing, MI 48910	(517) 887-1514
Cyprus Home Care	6226 Rumsey	Lansing, MI 48912	(517) 485-6100
Dobson Healthcare Services-Haslett	61640 Haslett Rd., #1	Haslett, MI 48840	(866) 866-8984
Give	63315 S. Pennsylvania Avenue	Lansing, MI 48910	(517) 256-6841
Heartland Home Health Care	6700 West Ash Street	Mason, MI 48854	(800) 480-6256
Heartland Home Healthcare Services	6700 W. Ash, Suite F	Mason, MI 48854	(517) 676-6469
Home Care Alternatives	66433 S. Pennsylvania	Lansing, MI 48911	(517) 394-3389
Jessi Kay Home Care	61138 N. Creyts	Lansing, MI 48917	(517) 327-6160
McLaren Home Care	6825 E. Michigan Ave	Lansing, MI 48912	(517) 372-6581
Michigan Indian Benefit Association	61235 Center Street	Lansing, MI 48906	(517) 487-5409
Nursepro, Inc.	66512 Centurion Dr., Suite 320	Lansing, MI 48917	(517) 323-0601
Personal Touch Independent Living	6312 Farmstead Lane	Lansing, MI 48917	(517) 719-4957
Quality Home Care	6609 E. Jolly Rd, Suite 12B	Lansing, MI 48911	(517) 882-9662
Residential Options, Inc.	6606 W. Shiawassee, 3rd Floor	Lansing, MI 48933	(517) 374-8066
Compassionate Care Home Health Services, Inc. - Midland	74645 Saginaw Road	Midland, MI 48640	(989) 496-1928
Dobson Healthcare Services-Bay City	73729 E. Wilder	Bay City, MI 48706	(888) 667-4772
Family Home Health Care Services Inc.	72266 Enterprise Dr.	Mt. Pleasant, MI 48858	(517) 773-5546
Heartland Home Health Care & Hospice-Bay City	7401 Center Ave.	Bay City, MI 48708	(989) 892-6979
McBride Quality Care	7209 E. Chippewa	Mt. Pleasant, MI 48804	(989) 772-1261
Primary Home Care	73075 Shattuck Rd.	Saginaw, MI 48603	(989) 793-6674
Season Change Inc.-Caro	7429 N. State St.	Caro, MI 48723	(800) 378-8181
Alpha Christian Registry-Grand Rapids	83680 44th St., S.E.	Grand Rapids, MI 49512	(800) 541-0244
Friends Who Care, Inc.-South Haven	8532 Dyckman Ave, Suite A	South Haven, MI 49090	(616) 639-7323
Kelly Home Care - Grand Rapids	83300 Grand Ridge Drive NE, Suite B	Grand Rapids, MI 49425	(616) 447-8070
Miles Home Care Agency, LLC	8310 44th Street SW	Grand Rapids, MI 49548	(616) 538-4444
Alpena General Hospital - Private Duty Nursing	91521 W. Chisholm St.	Alpena, MI 49707	(800) 354-7568
District Health Department #4	9100 Woods Circle	Alpena, MI 49707	(989) 356-4507
Vital Care, Inc.	9761 Lafayette Avenue	Cheboygan, MI 49721	(231) 627-7157
Compassionate Care Home Health Services, Inc. - Standish	95498 S. Isle Drive	Standish, MI 48658	(517) 846-1343

A-1 Nursing Services, LLC	10 3021 Schoedel Road	Manistee, MI 49660	(231) 398-9350
Compassionate Care Home Health Services - Traverse City	10 3335 S. Airport Rd	Traverse City, MI 49684	(866) 705-8844
Friends Who Care-Manistee	10 302 River St.	Manistee, MI 49660	(231) 723-4181
Harbor Home Care, INC.	10 522 Liberty St.	Petoskey, MI 49770	(231) 439-9141
Heartland Home Health Care – Charlevoix	10 1404 Bridge St.	Charlevoix, MI 49720	(231) 547-6490
Home Maker Plus	10 3310 Columbine Court	Traverse City, MI 49686	(231) 946-5355
IN-Home Health Care Services, Inc.	10 804 S. Garfield, Suite A	Traverse City, MI 49686	(231) 941-4005
Integrity Individual Care Service	10 1231 M-37 South, Suite B	Traverse City, MI 49684	(231) 943-0835
Michigan Eldercare	10 P.O. Box 1062	Frankfort, MI 49635-1062	(231) 276-4200
MIJI, Inc.	10 124 N. Mitchell, # 103	Cadillac, MI 49601	(231) 876-9024
Unlimited Errands And Chores	10 4539 Chief Road	Brethren, MI 49619	(231) 477-5155
Behooving Inc.- The Friendship House	11 237 East Ayer St.	Ironwood, MI 49938	(906) 932-7410
Helpmates Living Assistants, LLC	14 249 Irwin Street	Muskegon, MI 49442	(231) 728-7500
Lakeshore Home Health Care, Inc. Muskegon site	14 5481 East Apple Avenue	Muskegon, MI 49442	(231) 777-1955
The Agape Home	14 4445 S. Brooks	Muskegon, MI 49444	(231) 773-0328

## Appendix 4: Private Transportation Providers (2003)

Carrier Name	Region	Address	City, State ZIP	Phone
A B CL STUDENT TRANSPORTATION INC	1A	20263 HOOVER STREET	DETROIT, MI 48205	313-371-2700
ALL AMERICAN TOURS INC	1A	15506 ASBURY PARK	DETROIT, MI 48227	313-272-3272
BATES TOUR AND CHARTER INC	1A	6216 OLDTOWN	DETROIT, MI 48224	248-395-3900
BLUELINE TOURS	1A	18701 GRAND RIVER #239	DETROIT, MI 48223	248-483-6804
CHOICE CHARTER INC	1A	11706 FIELDING	DETROIT, MI 48828	313-659-2400
D B & P CHARTER & TOURS	1A	20536 MARIAN PLACE	DETROIT, MI 48219	313-272-0605
D H T TRANSPORTATION INC	1A	5150 ROSA PARKS BLVD	DETROIT, MI 48208	313-895-1300
DETROIT MOTOR COACH INC	1A	4891 E MAXWELL	DETROIT, MI 48214	313-924-9091
GMCBC INC	1A	3600 HELEN STREET	DETROIT, MI 48207	313-923-3632
GREATHER NEW MT MORIAH MISSIONARY BAPTIST CHURCH				
M LIMOUSINE INC	1A	586 OWEN STREET	DETROIT, MI 48202-1819	313-871-8025
MOTOR CITY TRANSPORT	1A	564 MONROE STREET	DETROIT, MI 48266	313-962-4558
NU LINE MOTORCOACH AND TOURS	1A	15889 SCHAEFER	DETROIT, MI 48227	313-836-9030
PLAZA TRAVEL II	1A	17163 EAST WARREN AVE	DETROIT, MI 48224	313-343-2811
PROJECT COMPASSION MINISTRIES INC	1A	12131 MOENART	DETROIT, MI 48212	313-366-6597
R & R CHARTERS	1A	3307 29TH STREET	DETROIT, MI 48210	313-897-7470
ROYAL TRANSPORTATION COMPANY	1A	15435 FAIRMOUNT STREET	DETROIT, MI 48205	313-839-4990
S AND S II CHARTER AND TOURS INC	1A	401 ST JEAN STREET	DETROIT, MI 48214	313-331-8700
SAFEWAY TRANSPORTATION II LTD	1A	19655 KLINGER	DETROIT, MI 48227	313-737-6538
SAFEWAY TRANSPORTATION INC	1A	13469 CONANT AVENUE	DETROIT, MI 48212	313-892-1350
SILVER WRAITH CHARTER INC	1A	13469 CONANT	DETROIT, MI 48212	313-892-1350
WILMAC TOURS INC	1A	9036 ARCHDALE	DETROIT, MI 48228	313-835-7683
AAA EXECUTIVE TRANSPORTATION SERVICES INC	1B	12200 GREENFIELD	DETROIT, MI 48227	313-273-0200
AAA EXTREME LIMOUSINE INC	1B	1935 RING DRIVE STE CL	TROY, MI 48083	248-583-9900
ADVENTURE COACH	1B	22641 EDGEWOOD	ST CLAIR SHORES, MI 48080	586-883-2475
ALL STAR COACH INC	1B	23056 HAWTHORNE	FARMINGTON, MI 48336	248-471-4842
ALL STAR MOTORCOACH INC	1B	4409 FERNLEE	ROYAL OAK, MI 48073	248-549-8800
ALOHA TRAVELS	1B	18933 GREENWALD DRIVE	SOUTHFIELD, MI 48075	248-352-6050
AMERICAN CELEBRATIONS COACH	1B	5339 HIGHLAND ROAD B-211	WATERFORD, MI 48327	248-673-1153
ANN ARBOR SHUTTLE LLC	1B	4831 WEST GRAND RIVER	HOWELL, MI 48843	517-552-1053
ARBOR LIMOUSINE SERVICE	1B	272 MARK HANNAH COURT	SALINE, MI 48176	734-645-2946
	1B	2050 COMMERCE RD	ANN ARBOR, MI 48103	734-663-5959

BERKLEY CITY OF	1B3338 COOLIDGE	BERKLEY, MI 48072	248-546-2450
BRENTWOOD LIMOUSINE INC	1B20125 25 MILE ROAD	MACOMB, MI 48042	586-749-6525
CARR'S MOTORCOACH TOURS	1B26030 ROUGE COURT	SOUTHFIELD, MI 48034	313-931-1240
DC TRAVEL	1B21751 W NINE MILE RD STE 201	SOUTHFIELD, MI 48075	248-355-4613
ELEGANT COACH	1B16239 MARTIN ROAD	ROSEVILLE, MI 48066	586-772-1569
FIRST STUDENT – PONTIAC	1B959 OAKLAND AVENUE	PONTIAC, MI 48340	248-335-4921
FRENCHTOWN CHARTER INC	1B6878 NORTH TELEGRAPH	MONROE, MI 48162-3466	734-457-2441
FRIENDLY TRAVEL EXPRESS INC	1B21719 HARPER SUITE D	ST. CLAIR SHORES, MI 48080	586-445-8505
GET AWAY TOURS INC	1B2310 S INDUSTRIAL HWY	ANN ARBOR, MI 48104	734-994-6666
GOLDEN CHARTERS INC	1B4300 VARSITY DRIVE SUITE B	ANN ARBOR, MI 48108	734-668-8282
HOLIDAY COACH COMPANY	1B1349 COMSTOCK STREET	MARINE, MI 49435	616-677-2800
HUMMOZINE LLC	1B16515 HOWARD	CLINTON TWP, MI 48035	586-792-9560
ILLUSTRIOUS LIMOUSINES	1B21700 GREENFIELD SUITE 255	OAK PARK, MI 48237	248-967-5880
J AND L TOURS INC	1B24567 MARTHA WASHINGTON	SOUTHFIELD, MI 48075	248-557-8163
J R CHARTER SERVICE LLC	1B40030 GRAND RIVER	NOVI, MI 48375	248-477-1630
JEWISH COMMUNITY CENTER	1B6600 WEST MAPLE-LINDA HALLOF	WEST BLOOMFIELD, MI 48322	248-432-5456
LAIDLAW TRANSIT INC - MT CLEMENS	1B25 ELDREDGE	MT CLEMENS, MI 48043	586-463-0220
LAIDLAW TRANSIT INC - PINCKNEY	1B2100 EAST M-36	PINCKNEY, MI 48169	810-225-3960
LUXURY COACH LLC	1B7310 HIGHLAND ROAD	WATERFORD, MI 48327	248-666-2200
MARSHALL LIMOUSINE LLC	1B2382 FRANKLIN ROAD	BLOOMFIELD HILLS, MI 48302	248-620-6300
MARYSVILLE SCHOOL BUS INC	1B1421 MICHIGAN AVE PO BOX 128	MARYSVILLE, MI 48040	810-364-7789
MCCALL'S HOLDINGS LLC (ULTIMATE)	1B5434 S OLD US-23 - SUITE 105	BRIGHTON, MI 48116	810-227-8955
MEDSTAR INC	1B380 NORTH GRATIOT	CLINTON TWP, MI 48036	586-468-6510
MOTOWN LIMOUSINE LLC	1B40631 IRWIN DRIVE	HARRISON TWP, MI 48045	586-792-2277
NATIONAL TRAILS INC	1B20921 MAPLERIDGE	SOUTHFIELD, MI 48075	248-353-9510
NORTH AMERICAN GATEWAYS INC	1B32032 UTICA ROAD	FRASER, MI 48026	586-415-1897
OAKLAND COUNTY	1B2800 WATKINS LAKE ROAD	WATERFORD, MI 48328-1917	248-858-4647
PERFECTION LIMOUSINE SERVICE INC	1B4800 VINCENT DRIVE	HOLLY, MI 48442	248-889-7760
RENDEZVOUS LIMOUSINE SERVICE INC	1B1159 WABASSO	WALLED LAKE, MI 48390	248-669-5466
SATISFACTION LIMOUSINES SERVICES INC	1B5820 COUNTY LINE ROAD	LENOX, MI 48048	586-725-7799
SENIORS UNLIMITED INC	1B53 WEST HURON STREET	PONTIAC, MI 48342	248-338-1333
SERVICAR OF MICHIGAN INC	1B4354 NORMANDY COURT	ROYAL OAK, MI 48073	248-549-6840
SKS BUS SERVICE LLC	1B16215 WEST 12 MILE ROAD	SOUTHFIELD, MI 48076	248-569-2152
WHITE KNIGHT LIMOUSINE INC	1B22613 MYLLS	ST CLAIR SHORES, MI 48081	586-293-3926
A-1 COACH INC	1C7891 HAGGERTY	BELLEVILLE, MI 48111	734-397-9700

ARISTOCAT INTL MANAGEMENT SERVICES	1C28880 LORNA	WARREN, MI 48092	800-682-1453
BIANCO TRAVEL AND TOURS INC	1C12555 UNIVERSAL DRIVE	TAYLOR, MI 48180	734-946-7036
CLASSIC TROLLEY COMPANY	1C23830 HARVARD	DEARBORN, MI 48124	313-274-6300
COMMUTER TRANSPORTATION COMPANY	1C26500 VAN BORN ROAD	DEARBORN HEIGHTS, MI 48125-1340	313-292-2000
DE LA SALLE HIGH SCHOOL	1C14600 COMMON ROAD	WARREN, MI 48093	586-778-2207
DOZIER'S CHARTERS & TOURS INC	1C29153 YORK STREET	INKSTER, MI 48141	734-728-0752
ENTERTAINMENT EXPRESS INC	1C6986 TELEGRAPH ROAD	DEARBORN HEIGHTS, MI 48127	313-277-5000
GTS INC	1C24301 MERRIMAN ROAD	NEW BOSTON, MI 48164	784-947-3040
INTERNATIONAL DESTINATION MANAGEMENT SERVICES LTD	1C30022 BEVERLY ROAD	ROMULUS, MI 48174	734-467-7000
MARSHALL PUBLIC SCHOOLS	1C100 E GREEN STREET	MARSHALL, MI 49068	269-781-1341
METRO CARS INC	1C24957 BREST ROAD	TAYLOR, MI 48180	800-638-7627
METRO COACH LLC	1C24957 BREST ROAD	TAYLOR, MI 48180	734-946-5700
MILLENNIUM LIMOUSINES INC	1C32841 PARK LANE - UNIT #1	GARDEN CITY, MI 48135	888-238-0083
OVAL TRANSPORTATION SERVICES	1C10701 MIDDLEBELT ROAD	ROMULUS, MI 48174	313-292-2000
STARLIGHT ENTERTAINMENT & LIMOUSINE INCORPORATED	1C27554 WICK ROAD	ROMULUS, MI 48174	734-947-7000
T V P INC	1C24630 HOPKINS	DEARBORN HEIGHTS, MI 48125	313-562-4600
TRANSPORTATION SERVICES SPECIALISTS	1C28660 RYAN ROAD	WARREN, MI 48092	586-558-8851
TRINITY INC	1C1100 BIDDLE AVENUE	WYANDOTTE, MI 48192	734-284-9229
TURNER TOURS AND CHARTERS	1C12130 DIXIE	REDFORD, MI 48236	313-255-8190
WYANDOTTE CITY OF	1C3131 BIDDLE AVENUE	WYANDOTTE, MI 48192	734-324-4580
BANANA JOE'S INC	25777 UPDYKE ROAD	GRASS LAKE, MI 49240	866-736-8563
CONTINENTAL CHARTERS LLC	22756 E SOUTH ST	JACKSON, MI 49201	517-764-7588
FIRST STUDENT – TECUMSEH	2700 SOUTH MAUMEE ST SUITE 2	TECUMSEH, MI 49286	517-423-2706
JTI CO LLC	2500 W PROSPECT	JACKSON, MI 49203	517-784-8908
LEFERE ENTERPRISES LLC	2500 SPEEDWAY DRIVE	JACKSON, MI 49230	517-787-6100
OVERLAND TRAVEL INC	22811 TREAT HIGHWAY	ADRIAN, MI 49221	517-266-6196
TECUMSEH TROLLEY AND LIMOUSINE SERVICE INC	28514 PENNINGTON ROAD	TECUMSEH, MI 49286	517-423-3335
B AND W CHARTERS INC	3A113 EAST MICHIGAN AVE	KALAMAZOO, MI 49007	800-536-7000
BRONCO TAXI CO	3A726 JACKSON STREET	KALAMAZOO, MI 49001	269-343-3000
GALILEE BAPTIST CHURCH	1216 NORTH WESTNEDGE 3A AVENUE	KALAMAZOO, MI 49007-3491	269-349-5597
JBR MOTORCOACH LLC	3A467 PINEWOOD CIRCLE	PORTAGE, MI 49002-7135	269-327-4849
T & K ASSOCIATES LLC	3A37042 22ND STREET	KALAMAZOO, MI 49009	269-372-0957

TABERNACLE CHURCH OF GOD IN CHRIST	3A 3210 VIRGINIA AVENUE	KALAMAZOO, MI 49004	269-385-8940
STARLIGHT TOURS AND TRAVEL INC	3B 2510 CAPITAL AVE SW SUITE 1	BATTLE CREEK, MI 49015	800-290-0906
E AND E SERVICES	4 PO BOX 463	BENTON HARBOR, MI 49023	269-461-3289
WHITE HORSE CHARTERS INC	4 69520 SHARSUE DR	HARTFORD, MI 49057	269-463-4932
ADVANCE AMERICAN TOURS	5 5331 KIMBERLYWOOD CIRCLE	FLINT, MI 48504	810-789-5555
BLUE LAKES CHARTER AND TOURS INC	5 12154 NORTH SAGINAW ROAD	CLIO, MI 48420	800-282-4287
CANDLELIGHT LIMOUSINES INC	5 G4312 S DORT HWY	BURTON, MI 48529	810-744-0555
CLASSIC CHARTERS AND TOURS	5 3814 N SAGINAW	FLINT, MI 48504	810-789-3422
CORPORATE COACH MICHIGAN INC	5 9090 LAPEER ROAD - UNIT 1	DAVISON, MI 48423-1795	810-244-5466
GARY'S TOURS	5 4979 N LAPEER ROAD	COLUMBIAVILLE, MI 48421	810-793-6239
INDIAN TRAILS INC	5 109 EAST COMSTOCK ST	OWOSSO, MI 48867	800-292-3831
INTEGRITY CHARTER & TOUR	5 826 ORANGE LANE	FLINT, MI 48505	810-789-1010
LIDLAW TRANSIT INC - LAKE FENTON	5 11425 TORREY ROAD	FENTON, MI 48430	810-591-1351
LIDLAW TRANSIT INC - LINDEN	5 7201 SILVER LAKE ROAD	LINDEN, MI 48451	810-591-0996
SKYLINE CHARTER AND TOURS	5 PO BOX 143 -237 BALDWIN ST	MONTROSE, MI 48457	810-639-6753
CAPITOL TRANSPORT LLC	6 229 SOUTH CEDAR STREET	LANSING, MI 48912	517-482-1444
CLASSIC CADDY LIMOUSINE INC	6 1408 LAKE LANSING RD	LANSING, MI 48912	517-372-5466
DEAN TRANSPORTATION INC	6 4812 AURELIUS ROAD	LANSING, MI 48910	517-319-3326
GRAND TOURS AND TRAVEL INC	6 600 S GRAND AVENUE	LANSING, MI 48933	517-371-1940
MICHIGAN STATE UNIVERSITY	NW CENTRAL SERVICES		
TOP NOTCH LIMOUSINE	6 BUILDING	EAST LANSING, MI 48824	517-353-5280
AMERICAN TOUR CLUB	6 5824 HILLIARD	LANSING, MI 48911	517-749-1183
CLASSIC CHARTERS AND TOURS	7 11670 EAST GLADWIN ROAD	GLADWIN, MI 48624	989-426-2511
COMPLETE ENTERPRISES INC	7 2526 TOMLINSON ROAD	CARO, MI 48723	989-673-4499
DREAMKEEPERS LIMOUSINE SERVICE INC	7 1120 W GENESEE AVE	SAGINAW, MI 48602	989-755-1561
GLADWIN HUMMER	7 3732 SOUTH BAGLEY RD U.S.27	ITHACA, MI 48847	989-875-4708
HAINES TOURS	7 1100 N STATE ST PO BOX 107	GLADWIN, MI 48624	989-426-7454
HARTZLER TRANSPORTATION INC	7 5592 KERSWILL	GLADWIN, MI 48624	989-426-7725
KNIGHTS LUXURY TRANSPORT INC	7 5902 VENTURE WAY	MOUNT PLEASANT, MI 48858	800-654-8738
LIDLAW TRANSIT INC - MONTABELLA	7 109 NORTH LINN STREET	BAY CITY, MI 48706	989-893-7998
MID MICHIGAN COACHES INC	7 1456 NORTH COUNTYLINE ROAD	BLANCHARD, MI 49310	989-427-5024
MITCHELL MOTORCOACH LTD	7 7730 ALLEN ROAD ROUTE 1	ASHLEY, MI 48806	989-847-3745
ROASAS MOTORCOACH LLC	7 500 ANDRE STREET	BAY CITY, MI 48706	989-684-2400
TJS LIMO SERVICE	7 7869 SCHIRRA DRIVE	SAGINAW, MI 48609	989-781-5539
WANDERLAND STAGE COACHES INC	7 2527 VANDYKE	MARLETTE, MI 48453	989-635-3252
A1 TRANSPORTATION	7 6314 BARNES ROAD	MILLINGTON, MI 48746	989-871-2744
AMBASSADOR MOTOR COACH INC	8 1248 BATES S.E.	GRAND RAPIDS, MI 49506	616-581-2320
	8 2169 CENTER INDUSTRIAL CT	JENISON, MI 49428	877-642-3287

COMPASS COACH INC	86454 15 MILE RD NE	CEDAR SPRINGS, MI 49319	616-696-0022
D A D'S MAGIC BUS	8407 TURNER AVE. NW	GRAND RAPIDS, MI 49504	800-258-3646
E L S NORTH	81296 WHITE CREEK ROAD	CEDAR SPRINGS, MI 49319	616-240-6053
EXECUTIVE COACH SERVICE	8PO BOX 140514	GRAND RAPIDS, MI 49514	616-361-1685
GRAND RAPIDS TROLLEY CO	82640 HALL STREET SE	GRAND RAPIDS, MI 49506	616-954-7000
GREAT LAKES MOTORCOACH INC	83933 3 MILE ROAD NW	GRAND RAPIDS, MI 49504	616-791-8831
HARBOR DUCK ADVENTURES	8PO BOX 352	SAUGATUCK, MI 49453	269-857-3825
HARTZLER COACH INC	8620 JORDAN LAKE STREET	LAKE ODESSA, MI 48849	616-374-8169
INSTYLE LIMOUSINE	84953 KIMBALL AVENUE SE	KENTWOOD, MI 49508	616-827-5466
PILGRIM REST BAPTIST CHURCH	8510 FRANKLIN STREET SE	GRAND RAPIDS, MI 49507	616-241-3315
VERHEY MOTOR COACH COMPANY	81054 FRONT STREET N.W.	GRAND RAPIDS, MI 49504	800-459-2788
AIR BEAR CHARTERS & TOURS	9750 N. STRAITS HIGHWAY	CHEBOYGAN, MI 49721	231-627-4323
AREA FUN RUN	9240E HURON	OMER, MI 48749	989-876-6154
COASTAL CHARTER AND TOURS	93585 M-32 WEST	ALPENA, MI 49707	989-358-6600
COUNTRY LINE TOURS	911255 LONG RAPIDS ROAD	LACHINE, MI 49753	989-356-3964
MACKINAW TROLLEY COMPANY	9P. O. BOX 358 706 S. HURON	MACKINAW CITY, MI 49701	231-436-7812
BY THE BAY TOURS	103675 MANCHESTER ROAD	TRAVERSE CITY, MI 49686	231-932-1065
COASTLINE TRANSPORTATION LLC	101101 25TH STREET P.O. BOX 372	MANISTEE, MI 49660	231-398-0360
CRAWFORD COUNTY TRANSPORTATION AUTHORITY	4276 W NORTH DOWN RIVER 10ROAD	GRAYLING, MI 49738	989-348-8215
GRAND TRAVERSE RESORT	P O BOX 404 -- ATTN TOM 10YOUKER	ACME, MI 49610	800-748-0303
GREAT NORTHWEST TOUR AND TRAVEL INC	102528-A PRESTON DRIVE	TRAVERSE CITY, MI 49684	231-922-0100
MAJESTIC LIMO LLC	103238 GREENWOOD DRIVE	TRAVERSE CITY, MI 49686	231-938-1746
NORTH COUNTRY TOURS LLC	10820 STEVENS ROAD	LAKE CITY, MI 49651	888-396-9580
CELEBRATION CHARTERS	11202 WISCONSIN AVENUE	GLADSTONE, MI 49837	906-428-1404
JAMES BUS COMPANY INC	111735 IRON LAKE ROAD	IRON RIVER, MI 49935	906-265-4541
JUDI'S GETAWAY TOURS INC	11344 CASE STREET	KINGSFORD, MI 49802	906-774-5981
SAULT STE MARIE TRIBE OF CHIPPEWA INDIANS	11523 ASHMUN STREET	SAULT STE MARIE, MI 49783	906-632-0530
SPOTLIGHT COACHES INC	11817 DELTA AVENUE	GLADSTONE, MI 4837-1600	906-428-2864
SUPERIOR COACHES AND DELIVERY INC	1151003 PONTIAC ROAD	HANCOCK, MI 49930-9821	906-487-6511
WONDERLAND COACHES	11N5820 COUNTY ROAD 581	WALLACE, MI 49893	800-636-4410
YORKSHIRE TOURS	11N4727 BIRCH RIDGE ROAD	IRON MOUNTAIN, MI 49801	906-779-2591
B&B CHARTERS	146577 RUSSELL ROAD	TWIN LAKE, MI 49457	616-481-1144
DOUBLE BB CHARTERS LLC	147814 EAST LAKE AVENUE	TWIN LAKE, MI 49457	231-578-9429
GOLD SHIELD TOURS	14PO 4925-900 3RD ST - SUITE 120	MUSKEGON, MI 49444	231-739-4600
THOMAS CHARTER SERVICE	141159 AMITY AVE	MUSKEGON, MI 49442	231-773-9746

V I P LIMOUSINE SERVICE INC	14 14644 23 MILE ROAD	SHELBY, MI 48315	586-247-1200
VISION CHARTER	14 14119 APPLE DRIVE-PO BOX 0193	FRUITPORT, MI 49415	616-847-4010
AC-COACH OPERATIONS INC	Out State ONE ANDERSON PLAZA	GREENVILLE, PA 16125	724-588-8310
ARROW STAGE LINES	Out State 4220 SOUTH 52ND STREET	OMAHA, NE 68117	402-371-3850
CARDINAL BUSES INC	Out State 200 E WINSLOW ST P.O. BOX 59	MIDDLEBURY, IN 46540	800-348-7487
CASINOS CRUISES & DREAMS TRAVEL INC	Out State 4427 TALMADGE ROAD SUITE 207	TOLEDO, OH 43623	419-475-2889
CHATHAM COACH LINES INC	Out State 101 YORK	LONDON, ON N6A1A6	519-963-0228
GOLD STAR COACHES AND CHARTER INC	Out State 184 W FOLLETT STREET	FOND DU LAC, WI 54935	800-906-8687
GREEN BAY COACHES INC	Out State 917 RIVERDALE DRIVE	ONEIDA, WI 54155	920-490-0873
GREYHOUND LINES INC - CHARTER SALES	Out State 15110 NORTH DALLAS PARKWAY	DALLAS, TX 75248	800-454-2487
HAVE GROUP WILL TRAVEL TOURS INC	Out State 680 EDGEWOOD DRIVE	APPLETON, WI 54915	920-739-8025
KERU MOTORCOACH INC	Out State 2113 BROADSTONE ROAD	TOLEDO, OH 43615	419-536-4668
KRUG BUS SERVICE	Out State 549 BILLINGS AVENUE	MEDFORD, WI 54451	715-748-3194
LAKEFRONT LINES INC	Out State 13315 BROOKPARK ROAD	CLEVELAND, OH 44142	800-752-7574
LAMERS BUS LINES INC	Out State 2407 SOUTH POINT ROAD	GREEN BAY, WI 54313	920-496-3600
LAVDAS ENTERPRISES INC	Out State 28880 LORNA	WARREN, MI 48092	800-254-6648
MID WISCONSIN COACHES INC	Out State 1047 FORREST AVENUE	ANTIGO, WI 54409	715-627-7334
NORTHLAND COACHES	Out State 923 SKYLINE DRIVE	NIAGARA, WI 54151	715-589-4145
PERSONALIZED COACHES	Out State W4240 TAGAY TAY TERRACE	FREDONIA, WI 53021	262-692-9557
ROYAL EXCURSION CHAUFFEURS	Out State 12877 MCKINLEY HIGHWAY	MISHAWAKA, IN 46545	574-257-8540
SUMMIT COACHES	Out State 6215 COMMODITY COURT	FORT WAYNE, IN 46818	260-489-3556
TWO LADIES BUS CO LLC	Out State 90 WASHINGTON ST PO BOX 305	ST JOE, IN 46785	260-337-0423
WESTLUND BUS LINES INC	Out State 1615 BADGER PARKWAY	MARINETTE, WI 54143	715-732-0238

Out State: Out-of-state based transportation provider

Michigan's Senior Transportation Network: An Analysis of Transportation Services for Older Adults in Michigan

## **State of Michigan**

Jennifer M. Granholm, Governor  
Office of Services to the Aging  
P. O. Box 30676  
Lansing, MI 48909-8176  
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