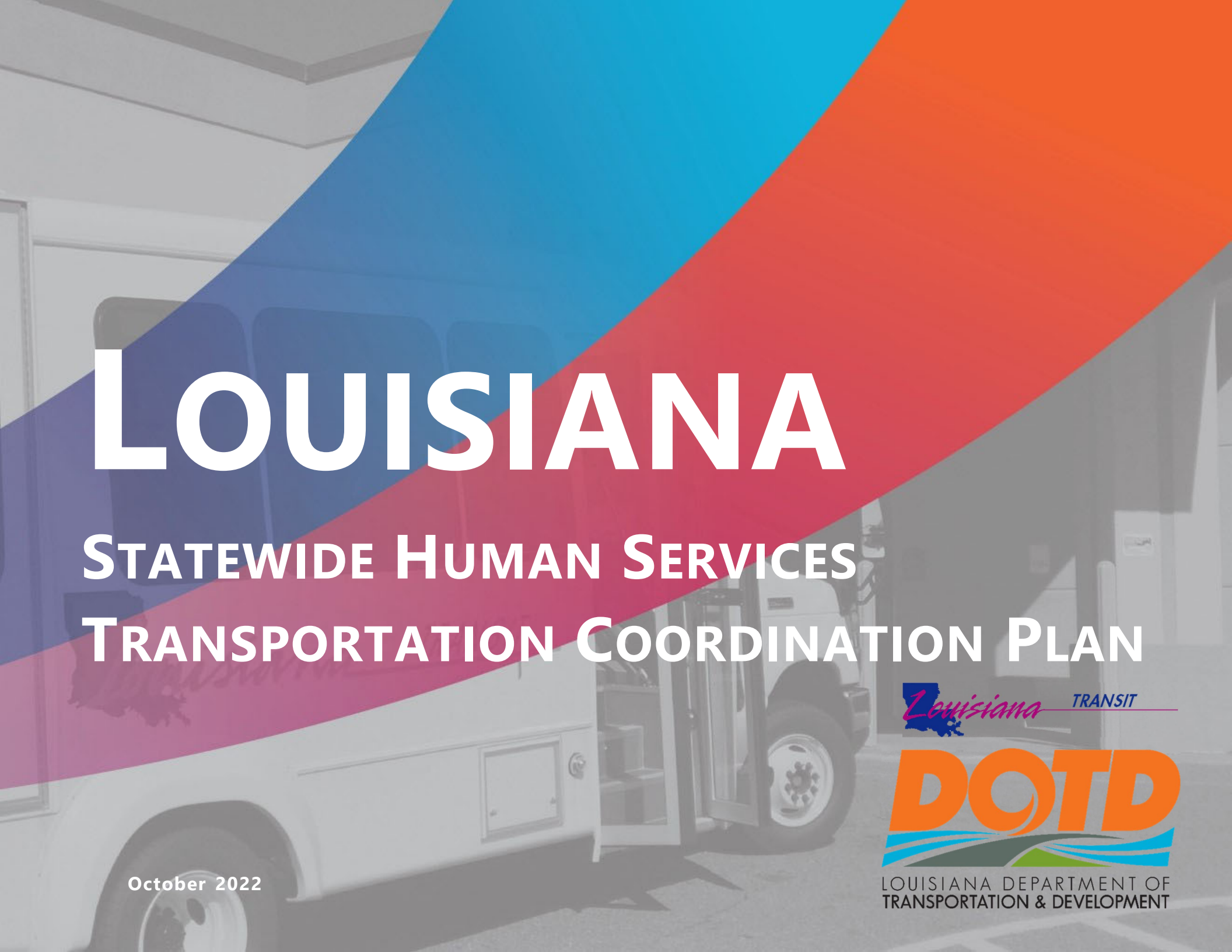

Louisiana

Statewide Human Services Transportation Coordination Plan

Louisiana TRANSIT

DOTD

LOUISIANA DEPARTMENT OF TRANSPORTATION & DEVELOPMENT

October 2022

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GLOSSARY OF TERMS

ACS – American Community Survey

DOTD – Louisiana Department of Transportation and Development

FTA - Federal Transit Administration

Human Services Transportation – transportation service for seniors and persons with disabilities; funded under FTA's Section 5310 Program

Population in poverty – the population living below the specified federal poverty line

Minority – the population whose race is identified as non-white OR ethnicity as Hispanic/Latino

MPO – Metropolitan Planning Organization

NTD – National Transit Database

PWDs – Persons with Disabilities

Section 5307 Program – FTA funding program for transit in urban areas

Section 5310 Program – FTA funding program for specialized transportation for seniors and persons with disabilities

Section 5311 Program - FTA funding program for transit in rural areas

Seniors – individuals aged 65 or older

TNI – Transit Needs Index

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INTRODUCTION

The purpose of the Louisiana Statewide Human Services Transportation Coordination Plan (HSTCP) is to improve the availability, quality, and efficiency of transportation services for population groups with limited mobility options including seniors, individuals with disabilities, and the population living below the poverty threshold. The Louisiana Department of Transportation and Development (DOTD) and regional Metropolitan Planning Organizations (MPOs) work to achieve this goal through coordination among transportation service providers and human services agencies to better manage limited resources. This update of the HSTCP provides analysis and findings to match resources more effectively to needs. This plan establishes a relationship between evidence-based guidance and regional efforts managed by each of the state's MPOs. Further, this plan update addresses requests for additional resources made by regional coordinators at MPOs across the state.

The information presented in this plan serves as a baseline for measuring the performance of Louisiana's existing coordinated human services transportation system. Using input from stakeholders representing public agencies and human services providers, this plan identifies areas of success as well as the gaps that can be addressed through improved coordination and funding. The last section of this plan contains a list of prioritized strategies for improving the state's transportation system through collaborative coordination.

Louisiana, located in the southeastern United States, is the 25th most populous state in the country with a population of just over 4.6 million spread across 64 parishes. Louisiana ranks 26th in the United States in population density (population per square mile) and has only seven cities with populations greater than 50,000. DOTD estimates that the total population will grow by 31% between 2010 and 2040, bringing total population to approximately 5.9 million[1]. Currently, 56 of the 64 parishes in Louisiana are served by some form of public transportation. Further, 45 parishes are served by public transportation which can be accessed by any type of user, as opposed to specialized service for the elderly or individuals with disabilities.

Since the last HSTCP update in 2018, Louisiana has faced several major crises that impacted public transit, including the COVID-19 pandemic, labor shortages, and the devastating effects of Hurricane Ida in August 2021. These issues have exacerbated existing challenges in public transportation yet present an opportunity for human services transportation providers to coordinate resources to meet the needs of people with limited mobility options across the state.

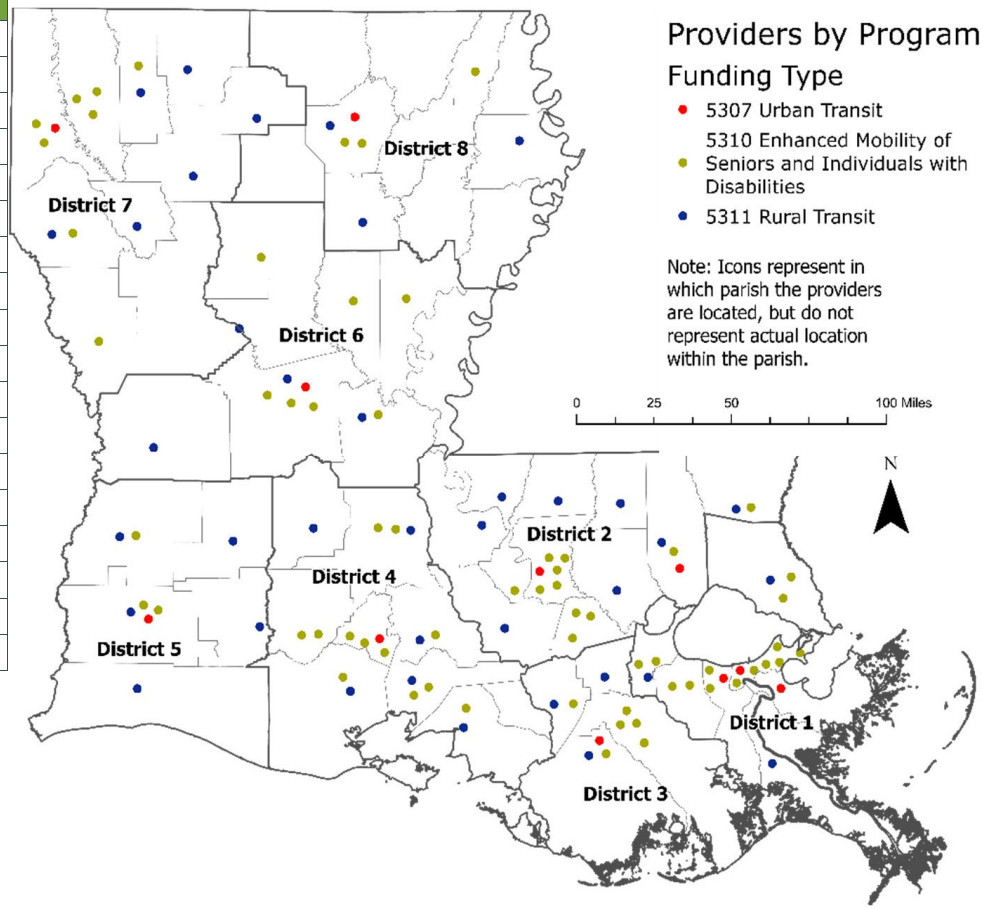
[1] 2015 LSTP; Appendix H – Population and Employment Forecasts

Table 1. Louisiana Metropolitan Planning Organizations

Louisiana Metropolitan Planning Organizations	
District 1	Regional Planning Commission
	10 Veterans Blvd., New Orleans, LA
District 2	Capital Region Planning Commission
	14734 S. Harrell's Ferry Road, Suite B, Baton Rouge, LA
District 3	South Central Regional Planning Commission
	5058 W. Main Street, Houma, LA
District 4	Acadiana Planning Commission
	101 Jefferson Street, Suite 201, Lafayette, LA
District 5	Imperial Calcasieu Regional Planning and Development District
	4310 Ryan Street, Suite 330, Lake Charles, LA
District 6	Rapides Area Planning Commission
	1405 Frank Andrews Blvd., Alexandria, LA
District 7	Northwest Louisiana Council of Governments
	625 Texas Street, Suite 200, Shreveport, LA
District 8	Ouachita Council of Governments
	3000 Kilpatrick Blvd., Monroe, LA
State	Louisiana Department of Transportation and Development
	1201 Capital Access Road, Baton Rouge, LA

Figure 1. displays planning districts with corresponding transit providers by parish. The providers vary by funding type - orange icons for 5307, green icons for 5310, and blue icons for 5311.

Figure 1. Metropolitan Planning Districts and Transit Providers by Parish



Source: LA DOTD Public Transit Division, 2022

WHAT IS A COORDINATION PLAN?

For many federally funded transportation projects, FTA requires the scope to be consistent with a locally developed human services transportation coordination plan "that identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation." Further, a coordinated human services transportation plan is required for public transit systems in urbanized areas (UZAs) in which a recipient is applying for Enhanced Mobility of Seniors and Individuals with Disability (Section 5310) program funds.

Per FTA Circular 9070.1G, the coordinated plan must include the following elements:

- An assessment of available services that identifies current transportation providers (public, private, and nonprofit)
- An assessment of transportation needs for individuals with disabilities and seniors; this assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated efforts
- Strategies, activities, and/or projects that address the identified gaps between current services and needs
- Opportunities to achieve efficiencies in service delivery
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementation of specific strategies and/or activities identified

As stated in 49 U.S. Code § 5310, before receiving a grant under Section 5310, each recipient must certify that:

- The projects selected by the recipient are included in a locally developed, coordinated public transit-human services plan
- The plan was developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public
- To the maximum extent feasible, the services funded under [Section 5310) will be coordinated with transportation services assisted by other Federal departments and agencies, including any transportation activities carried out by a recipient of a grant from the Department of Health and Human Services

FTA guidelines, as outlined in Section 5310 Circular (FTA C 9070.1G), state that in order for coordination activities to truly be participatory, stakeholders must have an authentic opportunity to discuss, collaborate, compromise, and collectively shape the coordinated plan. Processes in which participants' contributions have little or no bearing on outcomes do not count as participation, according to the FTA. Therefore, it is important create the context for maximum participation and representation of diverse groups of people. This includes using a variety of strategies for outreach (e.g., flyers, letters of invitations to agencies and organizations, email lists, radio announcements), allowing for both in-person and virtual attendance, choosing a location and time such that accessible transportation services can be made available, and providing communication aids (interpreters, large print text, electronic versions of materials, etc.).

Role of the Statewide Plan

The HSTCP updates previous efforts and presents a general framework to identify policies and initiatives of statewide significance. The plan also serves as an umbrella under which regional plans developed by Louisiana's eight Metropolitan Planning Organizations (MPOs) may explore and apply statewide initiatives at a more localized scale. Regional plans can also document successful actions or coordination activities which could be duplicated in other areas, as well as those significant items regions identify as requiring statewide support or focus. This statewide plan includes in-depth comparative analyses

using quantitative and qualitative data from stakeholders to help understand practices that can better serve the diverse variety of people and places in Louisiana.

Federal Regulations Regarding Coordination

The Coordinating Council on Access and Mobility (CCAM) was established in 2004 by Executive Order 13330 to coordinate human services transportation. The target populations for these services are seniors, individuals with disabilities, and individuals of low income – the groups most disproportionately affected by gaps in transportation services. The purpose of the CCAM is to improve the integration of disparate services into a seamless system accommodating needs of vulnerable members of our communities.

Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was signed into law in August 2005. FTA released new guidelines in March 2006 for implementation of SAFETEA-LU that required projects selected under the New Freedom (5317), Elderly Individuals and Individuals with Disabilities (5310), and Job Access and Reverse Commute (JARC - 5316) Programs to be "derived from a locally developed, coordinated public transit-human services transportation plan." In addition to the programs listed above, FTA indicated that Rural Transit Program (5311) recipients and Urban Transit Program (5307) recipients should also be included as essential partners in coordination activities and the development of human services transportation coordination plans.

Moving Ahead for Progress in the 21st Century Act (MAP-21) extended, amended, and repealed provisions from previous transportation laws, eliminating some transportation grant programs and expanding the scope and funding of other programs to offer the same services under fewer umbrellas when it became law in 2012. For example, the Job and Access Reverse Commute (Section 5316) program was repealed; now, eligibility for job access and reverse commute projects exists under Sections 5307 and 5310. In the past, Sections 5310, 5316, and 5317 all required that eligible projects be derived from a locally developed, coordinated public transit-human services plan. Following the repeals and amendments of MAP-21, however, only the Section 5310 grant carries the requirement of developing a coordinated public transportation-human services plan.

Though the coordinated transportation plan requirement only applies to communities and organizations applying for Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program funding, FTA expects that other federally-funded programs—specifically the urban transit (Section 5307) and rural transit (Section 5311) programs—be included in the coordination planning process and coordination activities. In addition, FTA requires that projects identified for funding in a coordinated transportation plan be included in the Statewide Transportation Improvement Program (STIP) and in the local Transportation Improvement Program (TIP) for urbanized areas with populations over 50,000.

Note that throughout this document, agencies that primarily receive funding under FTA's urban transit (Section 5307) or rural transit (Section 5311) programs are referred to as *general public transit providers*, as they operate transit services with no eligibility requirements that are typically available to all potential customers. Agencies receiving funding through the Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program are referred to as *human services transportation providers*, because many provide specialized transportation services for seniors or PWDs. However, when discussing coordination in general, all public, private, and

nonprofit transportation providers and all human services agencies are included.

Benefits of and Barriers to Coordination

Outside of compliance with federal law, there are many coordination benefits for both providers and users of transportation services.

For providers, benefits can include:

- Access to a wider range of funding, staff, and resources
- Increased productivity
- Reduced operating costs
- More streamlined processes for reporting, funding application, and data collection

For users of the various transportation services, benefits may include:

- Expanded service areas and hours of operation
- Increased number of options
- Smoother connections
- Information that is easier to understand
- More affordable service

Most importantly, coordination improves access to goods, services, and job sites for the populations that rely on these services.

Coordination can also be a challenging process requiring commitment and compromise from a variety of people and organizations, each with their own needs, constraints, and responsibilities. This dynamic can sometimes make it difficult for participants in the planning process to realize the benefits of coordination. This is especially true considering coordination benefits are not always enjoyed by those who sacrifice the most time and resources. For these reasons, it is crucial that the coordination planning process identifies win/win strategies and fosters a sense of camaraderie and teamwork among involved individuals and their agencies.

Frequent barriers to transportation coordination include:

- Regulatory and funding restrictions
- Riders not using other services with which they are not familiar
- Jurisdictional limitations
- Different communications technology

While there are many barriers to coordination, the HSTCP aims to identify unique barriers specific to the transportation providers and human services agencies of Louisiana. To do this, DOTD hosted and facilitated three coordination meetings throughout the state where

transportation providers, human services agencies, metropolitan planning commissions, and other groups (e.g., workforce development boards) discussed their efforts to coordinate transportation services and the barriers they face when coordinating.
Additionally, DOTD facilitated a statewide passenger survey to document passenger need for service, as well as their perceptions of items which could improve their access to service locally.

This data informs statewide coordination efforts and as well as recommendations to MPOs for improving service within their regions. MPOs may also conduct further community meetings, stakeholder interviews, and passenger service to obtain more specific data to inform action on public transportation in a specific area.

Overview of Coordination

Public and human services transportation coordination is the ongoing process of agencies and stakeholders communicating and working together to achieve the following goals:

- Promote human services transportation that is safe, convenient, and easy to use, identifying the roles of the state and regions in the process of coordination
- Ensure consistent and efficient service across transportation providers
- Facilitate operation of a well-maintained and sustainably managed transportation system

Specifically, the HSTCP is designed to ensure the state achieves these goals through the following objectives:

- Provide transportation resources and needs analyses that help inform statewide and regional decision-making
- Identify the roles of the state and regions in the process of coordination
- Provide overall guidance for regions to use in their efforts to develop local coordination plans

- Outline a path forward for DOTD to continue improving and fostering coordination efforts with the regions

Coordination happens at three distinct levels: federal, state, and local. At the federal level, the CCAM is the lead agency that works to address inconsistent, duplicative, and often restrictive federal program rules and regulations that cause transportation services to be fragmented, underutilized, or difficult to navigate.

Coordination at the state level can occur in several ways. As designated recipients for 5310 funding, state agencies (typically the state department of transportation) are responsible for certifying that projects selected for funding are included in an HSTCP. Some state departments of transportation, such as DOTD, prepare these plans instead of passing on that responsibility to MPOs. By developing a statewide plan, the state department of transportation fosters local coordination among stakeholders including transportation providers, human services agencies, and MPOs.

For local transportation providers, coordination activities could include cross-training of staff, group emergency planning, standardized data collection and reporting, and the establishment of regional call centers for dispatch and customer service.

DOTD'S ROLE IN COORDINATION

DOTD leads interagency consultation and coordination at a cabinet level through a statewide coordination committee comprised of a diverse set of representatives. The statewide collaboration and interagency coordination process is designed to help identify potential funding, service resources, and coordination strategies to address issues affecting all providers and regions in the state.

DOTD maintains the current statewide records for all 5310 and 5311 transit assets, as well as for agency service information. By maintaining these records at the state level, DOTD can give feedback to providers related to service delivery and asset conditions. DOTD also identifies needs for service using Census data and its own collection of data to determine where service needs go unmet or where need exceeds capacity. DOTD facilitates coordination with FTA regarding annual work programs, capital purchases authorized, asset conditions, use and allocation of funds, and payment for services across the state of Louisiana.

MPO/REGIONAL ROLE IN COORDINATION

MPOs facilitate regional coordination by hosting regular meetings in which stakeholders identify successes, barriers, and strategies to address issues in the transportation system. The meetings are a forum for disseminating information on policy, program implementation, and capital investments, and discussing impediments in service delivery that regional coordination can address. MPOs utilize

collaboration and consensus-based discussion methods to identify whether potential solutions can occur regionally or if the matter is of statewide significance or requires statewide resources. The levels of program development vary based upon needs, characteristics, and agency capacities within each region. Program elements can include quarterly roundtables, regular meetings, and engagement with stakeholders to discuss service needs. MPOs may also facilitate collection and analysis of data on the primary origins and destinations for human services transportation riders. MPOs may review pending requests for capital purchases to DOTD, verifying whether such purchases meet requirements for maintenance or expansion of transportation service. MPOs also assist service providers in conducting a transit asset management (TAM) program and meeting FTA state of good repair guidelines.

IDENTIFYING RESOURCES AND NEEDS

To develop an effective HSTCP, existing transportation assets, resources (e.g., providers, funding, vehicles), and needs are analyzed to provide a snapshot of the current state of transit in Louisiana. Following the collection and analysis of data, existing transit users are surveyed to ensure a balanced approach to data analysis and the development of strategies for future coordination. Further, transportation resources and needs are assessed, in part, through the public outreach process to allow public and private providers the chance to offer feedback on local transportation needs of the communities they serve.

Existing Resources

To determine how transit resources are distributed across Louisiana, this analysis utilizes data on vehicles, federal funding for public transportation, and the total number of service providers in the state. It is important to note that a provider may offer service beyond parish boundaries and sometimes cross parish lines to serve their clients. In general, however, this report ascribes transportation resources to the parish in which a provider is based. As of 2020, there were 105 active public transportation providers funded by FTA in Louisiana.[2]

Figure 2 identifies each provider with dots on the state map, color-coded by each provider's funding type and location.

Another indicator of public transportation resources available throughout the state is the amount of federal transit funding received. While there are many sources of funding for public transportation, FTA funds the three major transit programs (5310, 5307, and 5311) in the country and serves as a basis of comparison for relative amount of funding resources available in a community. Between 2012 and 2014, Louisiana public transportation providers received approximately $65 million in transit funding from FTA under the three transit programs,

[2] Section 5307: 10 Providers, Section 5310: 56 Providers, Section 5311: 38 Providers

and the average amount of federal funding received by the group of providers within each parish was $1.5 million. Providers in the top nine parishes in terms of funding, which also have high populations, received about 82% of the total available funding. It is unsurprising that parishes with high populations would receive correspondingly high funding because they have larger client bases than rural communities. Consequently, a more informative analysis is to divide funding by population to produce a measure of per capita funding. Figure 3 shows how much the federal government spends on public transit per resident. Orleans Parish leads the state with $58.54 spent per resident – more than double the next parish, St. James, at $28.44 per resident.

Figure 2: Providers by Funding Type

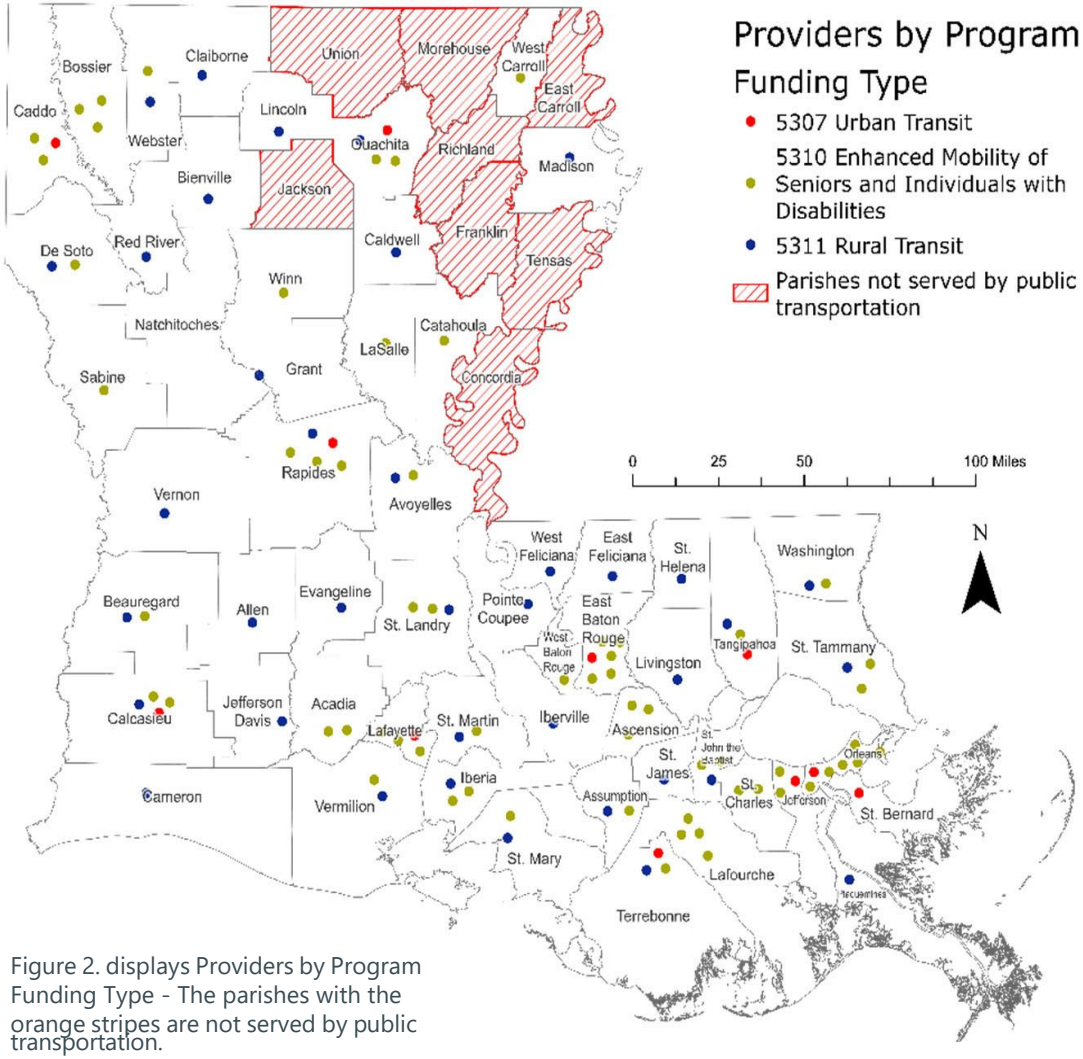


Figure 2. displays Providers by Program Funding Type - The parishes with the orange stripes are not served by public transportation.

Figure 3. Federal Funding per Resident

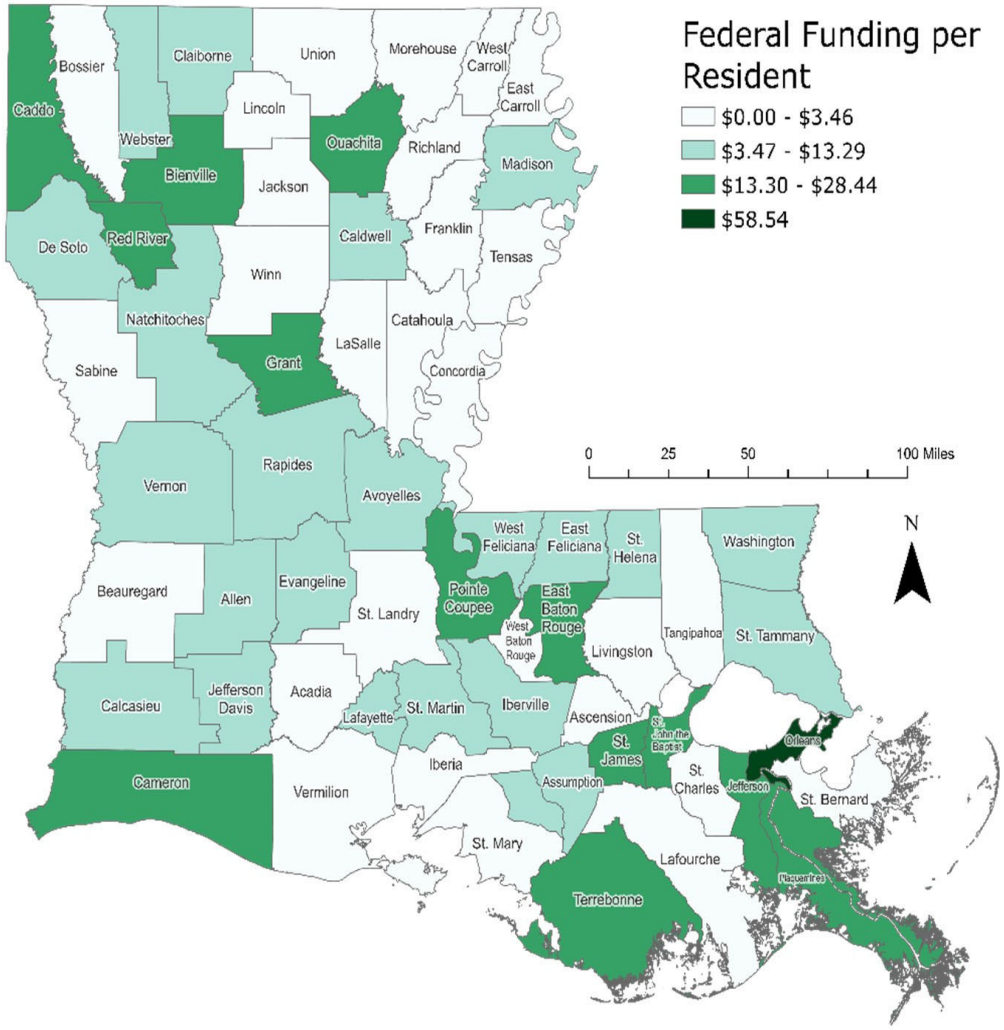


Figure 3. displays the amount of Federal Funding a parish receives per resident.

Source: LA DOTD Public Transit Division, 2022 and National Transit Database, 2019

Table 2. Transit Providers by Funding Source

Source	Transit/Provider Name	Parish
5310	Acadia Council on Aging, Inc.	Acadia Parish
5310	ARC of Greater New Orleans	Orleans Parish
5310	Arkansas Elder Outreach of Little Rock, Inc.	East Baton Rouge Parish
5310	Ascension Council on the Aging, Inc.	Ascension Parish
5310	Assumption ARC, Inc.	Assumption Parish
5310	Avoyelles Society for the Developmentally Disabled, Inc.	Avoyelles Parish
5310	Beauregard ARC	Beauregard Parish
5310	Bossier COA	Bossier Parish
5310	Calcasieu Voluntary COA	Calcasieu Parish
5310	CARC, INC.	Calcasieu Parish
5310	Catahoula ARC	Catahoula Parish
5310	City Of Westwego	Jefferson Parish
5310	Crossroads Louisiana, Inc.	Orleans Parish
5310	DeSoto Habilitation Services	De Soto Parish
5310	Donaldsonville Area ARC, Inc.	Ascension Parish
5310	East Baton Rouge Council on Aging	East Baton Rouge Parish
5310	Foundation Industries, Inc.	East Baton Rouge Parish
5310	Franciscan PACE, Inc.	East Baton Rouge Parish
5310	Holy Angels Residential Facility	Caddo Parish
5310	Iberia Council on Aging, Inc.	Iberia Parish
5310	Jefferson Council on Aging, Inc.	Jefferson Parish
5310	Lafayette Council on Aging, Inc.	Lafayette Parish
5310	Lafourche Arc	Lafourche Parish
5310	Lafourche COA, Inc.	Lafourche Parish
5310	LARC, Inc.	Lafayette Parish
5310	LaSalle ADD, Inc.	LaSalle Parish
5310	Magnolia Community Services	Jefferson Parish
5310	New Orleans COA/Arthur Monday, Carrollton Hollygrove, and Pontchartrain Park Senior Centers	Orleans Parish
5310	Options Inc.	Tangipahoa Parish
5310	Ouachita Council on the Aging, Inc.	Ouachita Parish
5310	PACE of GNO	Orleans Parish
5310	Sabine COA, Inc.	Sabine Parish
5310	Special Education District # 1	Lafourche Parish
5310	St. Charles Council on Aging, Inc.	St. Charles Parish
5310	St. John Association of Retarded Citizens	St. John the Baptist Parish
5310	St. John COA	St. John the Baptist Parish
5310	St. Mary ARC, Inc./Center of Hope	St. Mary Parish
5310	St. Mary's Residential Training School	Rapides Parish
5310	STARC of Louisiana, Inc.	St. Tammany Parish
5310	Terrebonne ARC	Terrebonne Parish
5310	The ARC of Acadiana, Inc.-Acadia	Acadia Parish
5310	The ARC of Acadiana, Inc.-Bossier	Bossier Parish
5310	The ARC of Acadiana, Inc.-Lafayette	Lafayette Parish
5310	The ARC of Acadiana, Inc.-New Iberia	Iberia Parish
5310	The ARC of Acadiana, Inc.-St. Landry	St. Landry Parish
5310	The ARC of Acadiana, Inc.-Vermilion	Vermilion Parish
5310	The ARC of Caddo-Bossier	Caddo Parish

Source	Transit/Provider Name	Parish
5310	The ARC of Caddo-Bossier	Caddo Parish
5310	The ARC of East Ascension	Ascension Parish
5310	The ARC of Ouachita	Ouachita Parish
5310	The ARC of St. Charles	St. Charles Parish
5310	The ARC of St. Martin, Inc	St. Martin Parish
5310	The ARC Rapides, Inc./John Eskew Center	Rapides Parish
5310	The Center Inc.	East Baton Rouge Parish
5310	West Baton Rouge Council on Aging	West Baton Rouge Parish
5310	Winn Council of the Aged, Inc.	Winn Parish
5311	Allen Parish Council on Aging	Allen Parish
5311	Assumption Parish Council on Aging, Inc.	Assumption Parish
5311	Avoyelles Council on Aging	Avoyelles Parish
5311	Bienville Council on Aging	Bienville Parish
5311	Calcasieu Parish Police Jury	Calcasieu Parish
5311	Caldwell Parish Council on Aging	Caldwell Parish
5311	Cameron Council on the Aging, Inc.	Cameron Parish
5311	City of DeRidder	Beauregard Parish
5311	City of Franklin	St. Mary Parish
5311	City of West Monroe	Ouachita Parish
5311	Claiborne Parish Police Jury Office of Community Services	Claiborne Parish
5311	DeSoto Council on Aging	De Soto Parish
5311	East Feliciana Parish Police Jury	East Feliciana Parish
5311	Evangeline Council on Aging	Evangeline Parish
5311	H.E.L.P. Agency	Lincoln Parish
5311	Iberville Sheriff's Office	Iberville Parish
5311	Jefferson Davis Council on Aging, Inc.	Jefferson Davis Parish
5311	Livingston Parish	Livingston Parish
5311	Madison Voluntary Council on Aging	Madison Parish
5311	Plaquemines Parish Gov. Community Action Agency	Plaquemines Parish
5311	Pointe Coupee Council on Aging	Pointe Coupee Parish
5311	RAPC	Natchitoches and Grant Parishes
5311	Rapides Senior Citizens Center, Inc.	Rapides Parish
5311	Red River Council on Aging, Inc.	Red River Parish
5311	River Parishes Transit Authority	St. John the Baptist Parish
5311	St. Helena Police Jury	St. Helena Parish
5311	St. James Parish Government, Dept. HR, CAA	St. James Parish
5311	St. Landry Parish Community Action Agency	St. Landry Parish
5311	St. Martin Council on Aging, Inc.	St. Martin Parish
5311	St. Martin, Iberia, Lafayette Community Action	Iberia Parish
5311	St. Mary Community Action Agency (Vermilion PPJ)	Vermilion Parish
5311	St. Tammany Parish Government	St. Tammany Parish
5311	Terrebonne Council on Aging, Inc.	Terrebonne Parish
5311	The Tangipahoa Voluntary Council on Aging	Tangipahoa Parish
5311	Vernon Council on Aging	Vernon Parish
5311	Washington Parish Council on Aging	Washington Parish
5311	Webster Parish Police Jury Office of Community Services	Webster Parish
5311	West Feliciana Parish Council on Aging, Inc.	West Feliciana Parish

Source: LA DOTD, 2022

EXISTING SERVICE METRICS

To further analyze existing resource allocation for transit coordination and delivery in the state, the following service metrics were used:

- 5307 Vehicles per 1,000 Urban Residents
- 5311 Vehicles per 1,000 Rural Residents
- 5310 Vehicles per 1,000 Elderly Persons and Persons with Disabilities
- Percent of Vehicles at or over Useful Life Benchmark
- Average Rides per Transit Vehicle

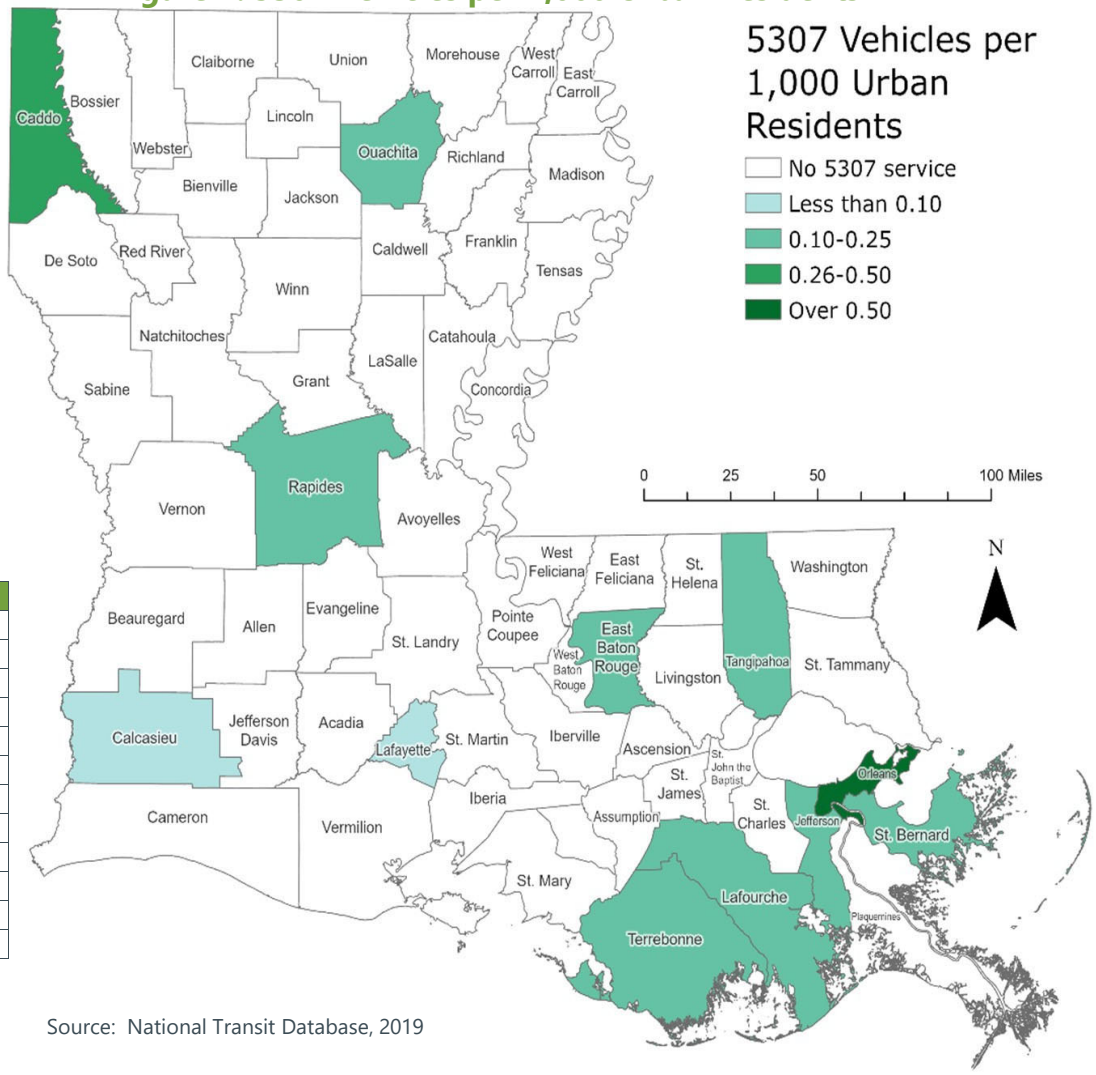
5307 Vehicles per 1,000 Urban Residents

Agencies receiving 5307 program funding serve urban areas. This measure compares how many people in a parish live within urban block groups (defined as census block groups with a population density of at least 500 persons per square mile) against how many revenue vehicles the agencies have available to serve them, per the National Transit Database. It shows how thinly spread an agency's resources are: a lower number of vehicles per 1,000 urban residents indicates that each vehicle is expected to shoulder a high burden of passengers, whereas a higher number of vehicles per 1,000 urban residents indicates more vehicles are available to serve their target population. NORTA in Orleans Parish leads the state in this metric, followed by SporTran in Shreveport.

Table 3. 5307 Vehicles per 1,000 Urban Residents

Parish	5307 Vehicles per 1,000 Urban Residents
Orleans	0.65
Caddo	0.39
Lafourche	0.21
East Baton Rouge	0.19
Terrebonne	0.18
Ouachita	0.16
Rapides	0.15
Jefferson	0.13
Tangipahoa	0.13
St. Bernard	0.11
Lafayette	0.10
Calcasieu	0.09

Figure 4. 5307 Vehicles per 1,000 Urban Residents



Source: National Transit Database, 2019

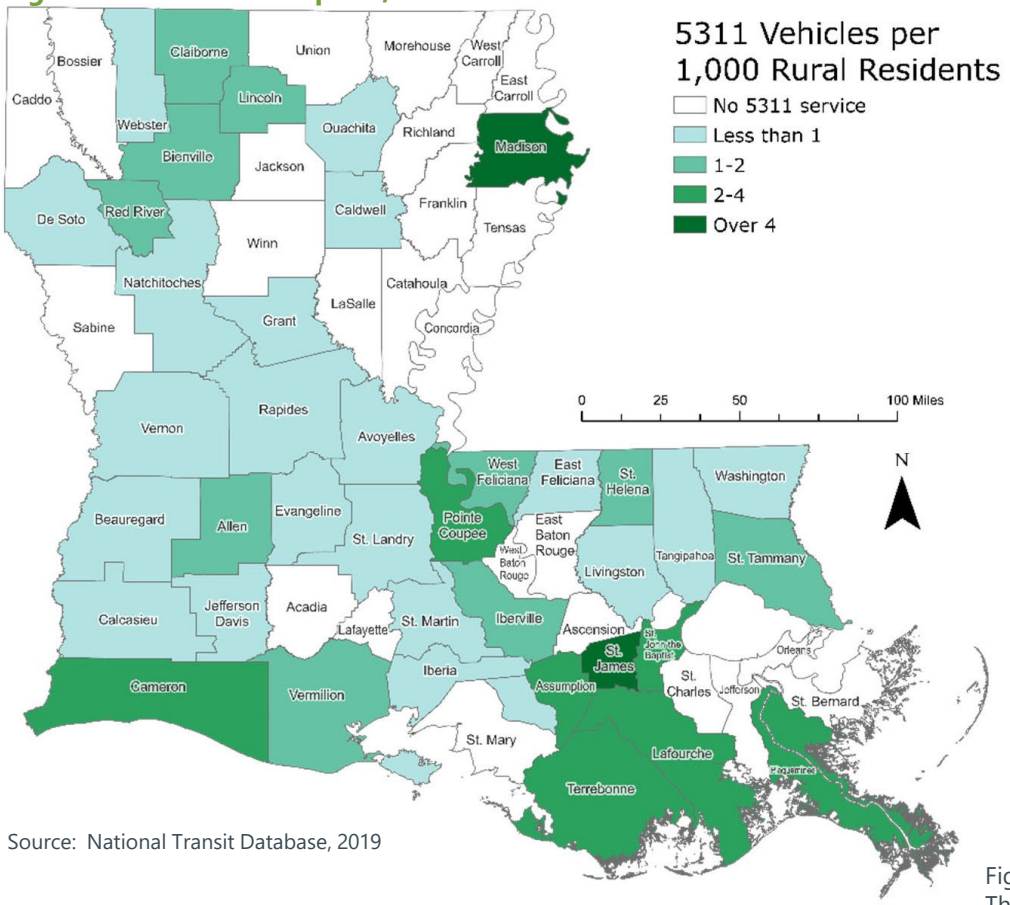
Figure 4. displays parishes that have 5307 vehicles in service. The darker the shade of green, the higher the number of vehicles. Vehicles are measured per 1,000 residents.

5311 Vehicles per 1,000 Rural Residents

Like the previous measure, this analysis compares the resources of 5311 transit recipients to their rural service population (calculated by subtracting the urban population of a parish from its total population).

As demonstrated in Figure 5, this metric suggests that rural transit agencies along the lower Mississippi and southwest part of Louisiana are better supplied with revenue vehicles for their parishes' rural populations, whereas some parishes in Acadiana and central Louisiana have few vehicles available to reach far-flung passengers.

Figure 5. 5311 Vehicles per 1,000 Rural Residents



Source: National Transit Database, 2019

Table 4. 5311 Vehicles per 1,000 Rural Residents

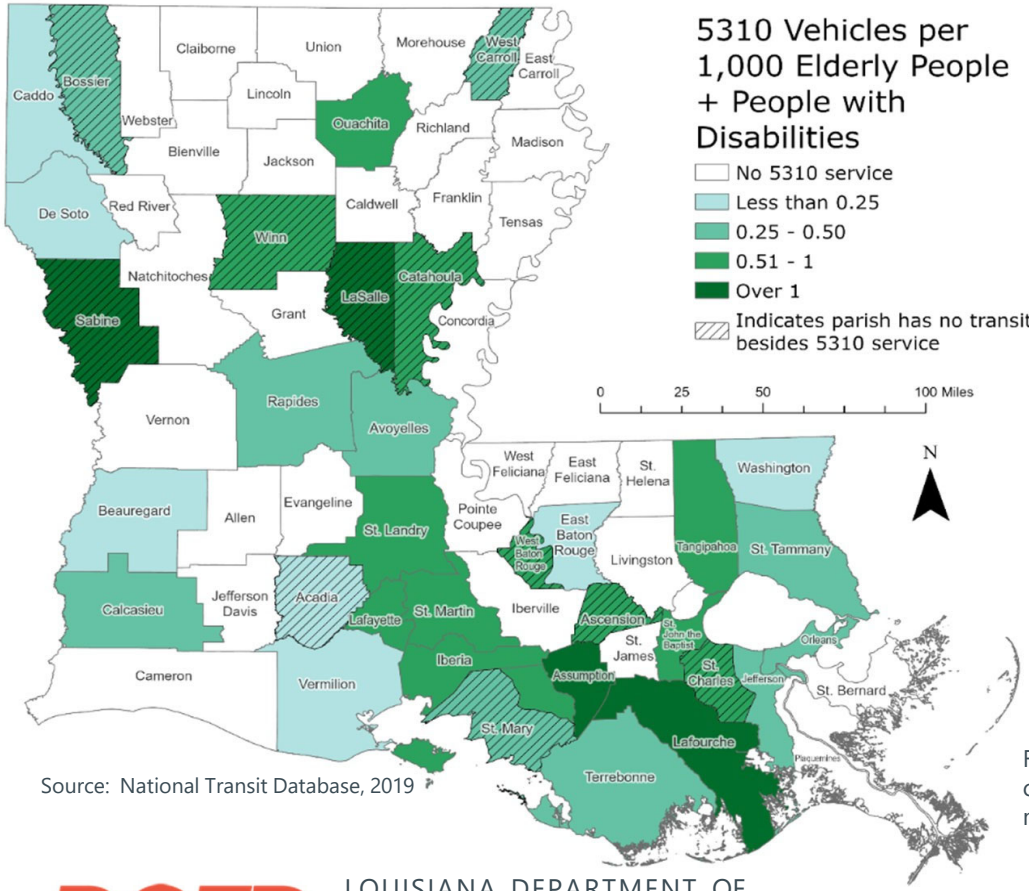
Parish	5311 Vehicles per 1,000 Residents*	Parish	5311 Vehicles per 1,000 Residents*
St. James	7.91	Jefferson Davis	0.91
Madison	4.20	East Feliciana	0.87
St. John the Baptist	3.16	Iberia	0.85
Plaquemines	3.06	Caldwell	0.80
Terrebonne	2.70	Ouachita	0.80
Lafourche	2.67	Vernon	0.78
Cameron	2.50	Livingston	0.70
Assumption	2.42	Webster	0.67
Pointe Coupee	2.29	Washington	0.66
St. Helena	1.75	De Soto	0.63
Allen	1.38	Calcasieu	0.62
West Feliciana	1.37	Beauregard	0.59
St. Tammany	1.28	Tangipahoa	0.58
Claiborne	1.28	Avoyelles	0.49
Iberville	1.25	St. Martin	0.35
Red River	1.21	St. Landry	0.29
Vermilion	1.15	Rapides	0.23
Bienville	1.07	Grant	0.23
Lincoln	1.07	Natchitoches	0.20
Evangeline	0.93	**Residents = 5311 Service Population*	

Figure 5. displays parishes that have 5311 vehicles. The darker the shade of green, the higher number of vehicles. Vehicles are measured per 1,000 rural residents.

5310 Vehicles per 1,000 Elderly Persons and Persons with Disabilities

The service population for 5310 agencies are individuals who are elderly and/or have a disability. When using this measure, it is noteworthy whether other transit services exist in the service area or if the agency is the only transit operator available. Figure 6 addresses this by denoting which parishes have **only** 5310 service and no 5307 or 5311 providers with diagonal lines. Although some are well served, several parishes stand out in terms of vehicles available -- Acadia, Bossier, West Carroll and St. Mary Parishes may experience a gap in service for the elderly and disabled, as the number of 5310 revenue vehicles is small for the service population and no other transit options are available.

Figure 6. 5310 Vehicles per 1,000 Elderly Persons and Persons with Disabilities



Source: National Transit Database, 2019

Table 5. 5310 Vehicles per 1,000 Elderly Persons and Persons with

Parish	5310 Vehicles per 1,000 Residents*	Parish	5310 Vehicles per 1,000 Residents*
Assumption	2.02	Orleans	0.46
Lafourche	1.88	Terrebonne	0.41
LaSalle	1.34	Bossier	0.36
Sabine	1.20	Jefferson	0.33
West Baton Rouge	0.91	St. Mary	0.31
St. John the Baptist	0.90	Avoyelles	0.30
Ascension	0.86	West Carroll	0.29
St. Charles	0.83	St. Tammany	0.27
St. Landry	0.76	Calcasieu	0.27
Catahoula	0.72	Beauregard	0.25
St. Martin	0.66	East Baton Rouge	0.23
Lafayette	0.63	De Soto	0.22
Iberia	0.62	Vermilion	0.17
Winn	0.61	Caddo	0.16
Tangipahoa	0.59	Acadia	0.16
Ouachita	0.53	Washington	0.06
Rapides	0.47	*Residents = 5310 Service Population*	

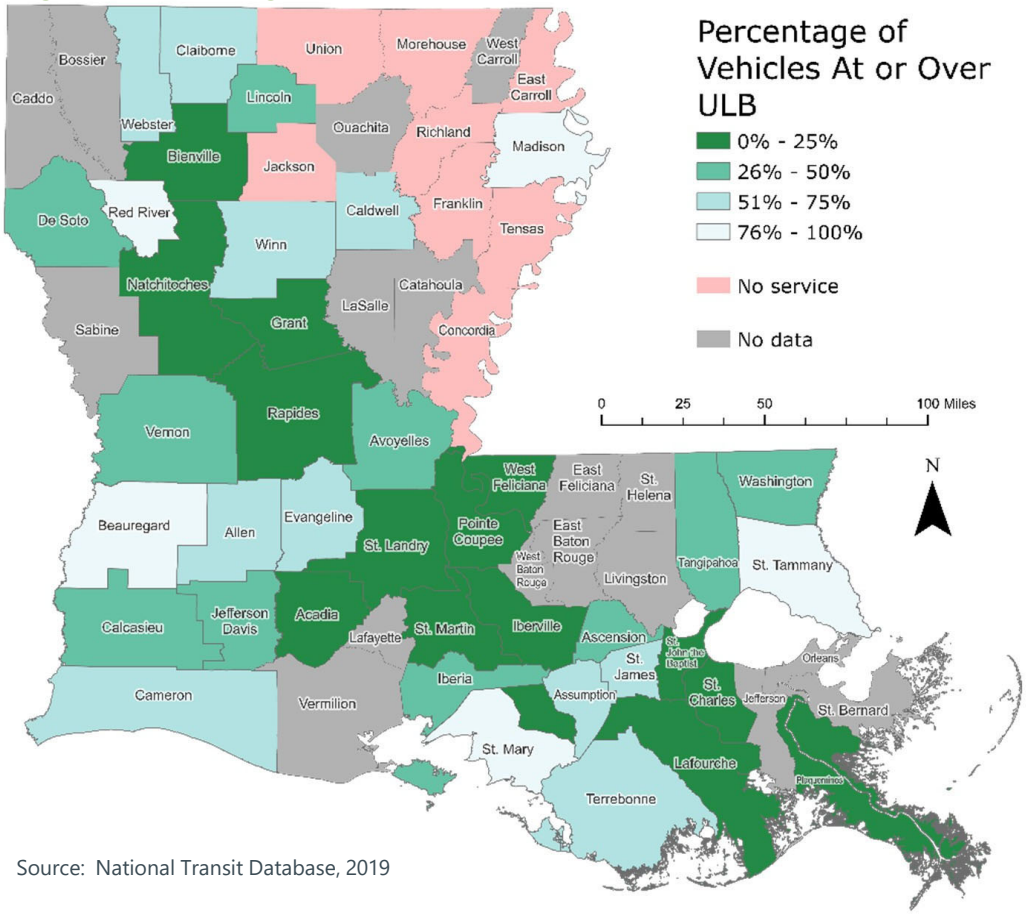
Figure 6. displays parishes that have 5310 Vehicles. The darker the color green, the higher the number of vehicles. Vehicles are measured per 1,000 Elderly Persons and Persons with Disabilities.

Percentage of Vehicles at or over Useful Life Benchmark (ULB)

The Useful Life Benchmark (ULB) of a vehicle is the expected lifecycle of that vehicle, established by the FTA for various vehicle types. These ULBs were assigned to each reported transit agency vehicle based on its type. Next, the age of the vehicles was calculated based on manufacturer year and compared to the ULB to determine which vehicles were past their expected lifecycle. For each agency, a percentage of vehicles over ULB was calculated, reflecting the quality of the public transportation fleets in that parish.

Depending on which agencies reported their vehicle inventories and conditions to the National Transit Database and/or STTARS, data was not available for all parishes for this metric. Accordingly, Figure 7 shows parishes with no transit service in red and parishes for which no data was available in grey. Several agencies exhibit aging fleets with 75% or more of vehicles at or over ULB, including Beauregard, St. Tammany and St. Mary Parishes.

Figure 7. Percentage of Vehicles at or over Useful Life Benchmark (ULB)



Source: National Transit Database, 2019

Figure 7. displays the percentage of vehicles at or over ULB within each parish.

Table 6. Percentage of Vehicles at or over Useful Life Benchmark (ULB)

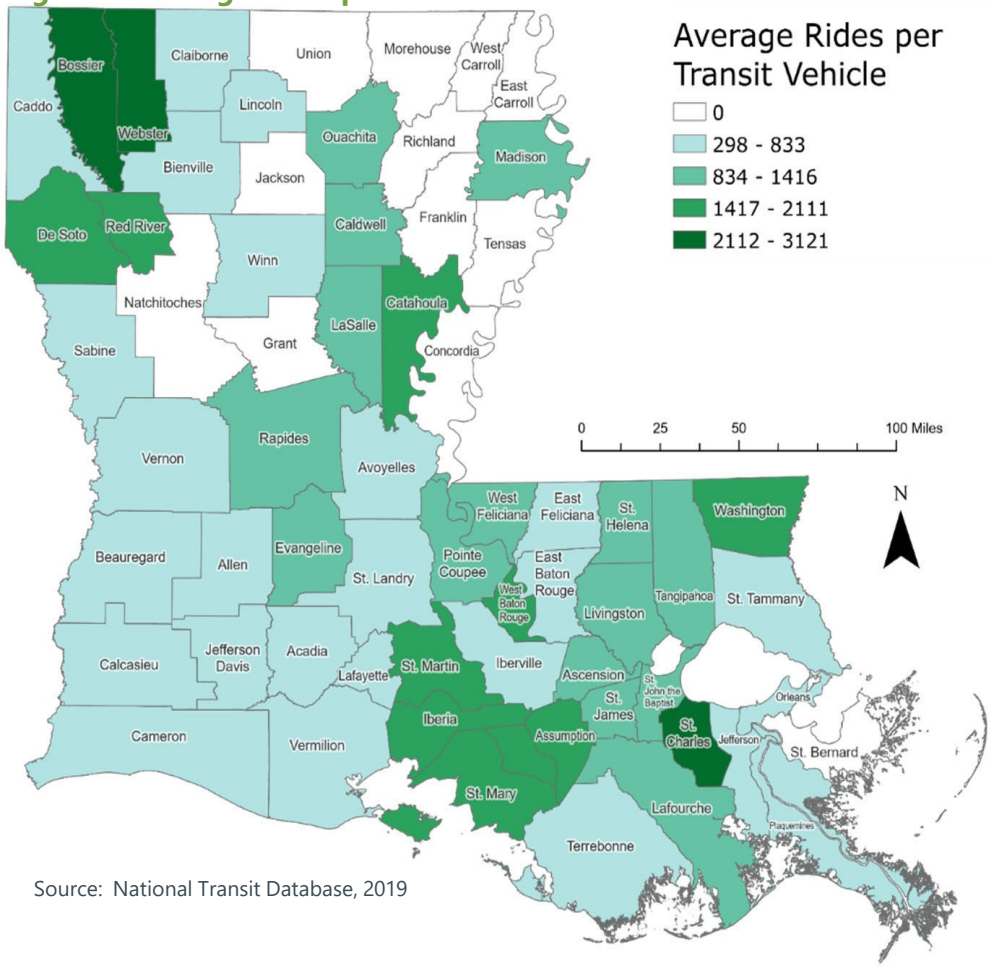
Parish	% of Vehicles At or Over Useful Life	Parish	% of Vehicles at or over Useful Life
Beauregard	100%	Jefferson Davis	44%
St. Tammany	89%	Lincoln	40%
St. Mary	85%	Washington	33%
Madison	80%	Avoyelles	29%
Red River	80%	Tangipahoa	27%
Caldwell	75%	Plaquemines	25%
Terrebonne	71%	St. John the Baptist	25%
Claiborne	67%	St. Martin	25%
Webster	67%	St. Landry	20%
Winn	67%	Iberville	14%
Cameron	63%	Pointe Coupee	14%
St. James	62%	Bienville	13%
Allen	58%	Lafourche	8%
Evangeline	56%	Acadia	0%
Assumption	55%	Rapides	0%
Calcasieu	50%	St. Charles	0%
De Soto	50%	West Feliciana	0%
Vernon	50%	Grant	0%
Ascension	47%	Natchitoches	0%
Iberia	45%		

Average Rides per Transit Vehicle

Finally, this measure uses transit riders and the number of trips they take to indicate how efficiently agency assets are being utilized. An increase over time would indicate that providers are attracting more riders for a given vehicle trip and that they are providing more attractive and convenient service. The data for this metric use vehicles and ridership from FY 2020 – though this fiscal year ended in July 2020 during the pandemic; most data is pre-pandemic and comparable to other years.

According to this metric, agencies in Bossier, Webster, and St. Charles Parishes lead the state. These parishes are served by 5310 specialized transit agencies (Bossier and St. Charles) or 5311 rural agencies (Webster). Parishes with most of the state's largest cities fall into the lower categories of rides per vehicle. Data was not available for West Carroll or St. Bernard Parishes and, therefore, show as zero rides despite having general transit and human services transportation providers. The same is true of Grant and Natchitoches Parishes, for which service is not yet operational.

Figure 8. Average Rides per Transit Vehicle



Source: National Transit Database, 2019

Figure 8. displays average rides per transit vehicle by parish.

Table 7. Average Rides per Transit Vehicle

Parish	Average Rides per Transit Vehicle		Parish	Average Rides per Transit Vehicle
Bossier Parish	3,121		West Feliciana Parish	874
St. Charles Parish	2,723		Bienville Parish	833
Webster Parish	2,512		Iberville Parish	795
Catahoula Parish	2,111		St. Tammany Parish	793
Iberia Parish	2,027		Jefferson Davis Parish	750
Washington Parish	1,907		Beauregard Parish	737
Assumption Parish	1,754		Terrebonne Parish	695
Red River Parish	1,689		Avoyelles Parish	693
St. Mary Parish	1,671		Vernon Parish	676
St. Martin Parish	1.632		Plaquemines Parish	658
De Soto Parish	1,591		Calcasieu Parish	655
West Baton Rouge Parish	1,488		East Feliciana Parish	634
Lafourche Parish	1,416		Lincoln Parish	608
LaSalle Parish	1,353		Allen Parish	577
Ascension Parish	1,279		Jefferson Parish	542
Tangipahoa Parish	1,241		Vermilion Parish	513
Livingston Parish	1,237		Winn Parish	510
Rapides Parish	1,195		Orleans Parish	497
Caldwell Parish	1.111		Acadia Parish	474
St. John the Baptist Parish	1,059		Lafayette Parish	463
St. James Parish	1,053		Sabine Parish	431
Ouachita Parish	1,007		Cameron Parish	377
Pointe Coupee Parish	966		East Baton Rouge Parish	369
St. Helena Parish	957		Claiborne Parish	297
Evangeline Parish	910		St. Landry Parish	247
Madison Parish	885		Caddo Parish	109

TRANSIT NEED INDEX

A Transit Need Index (TNI) is an analysis that estimates where the most demand for transportation services is located, based on where certain population groups live that typically have a higher-than- average need for transit. For this portion of the analysis, a TNI is calculated using Census and ACS demographic data to show where concentrations of these populations exist. The populations used in this analysis are:

- People 65 years and older
- People with disabilities
- Population below poverty
- Minority population
- Households without access to a vehicle
- Households in rural areas

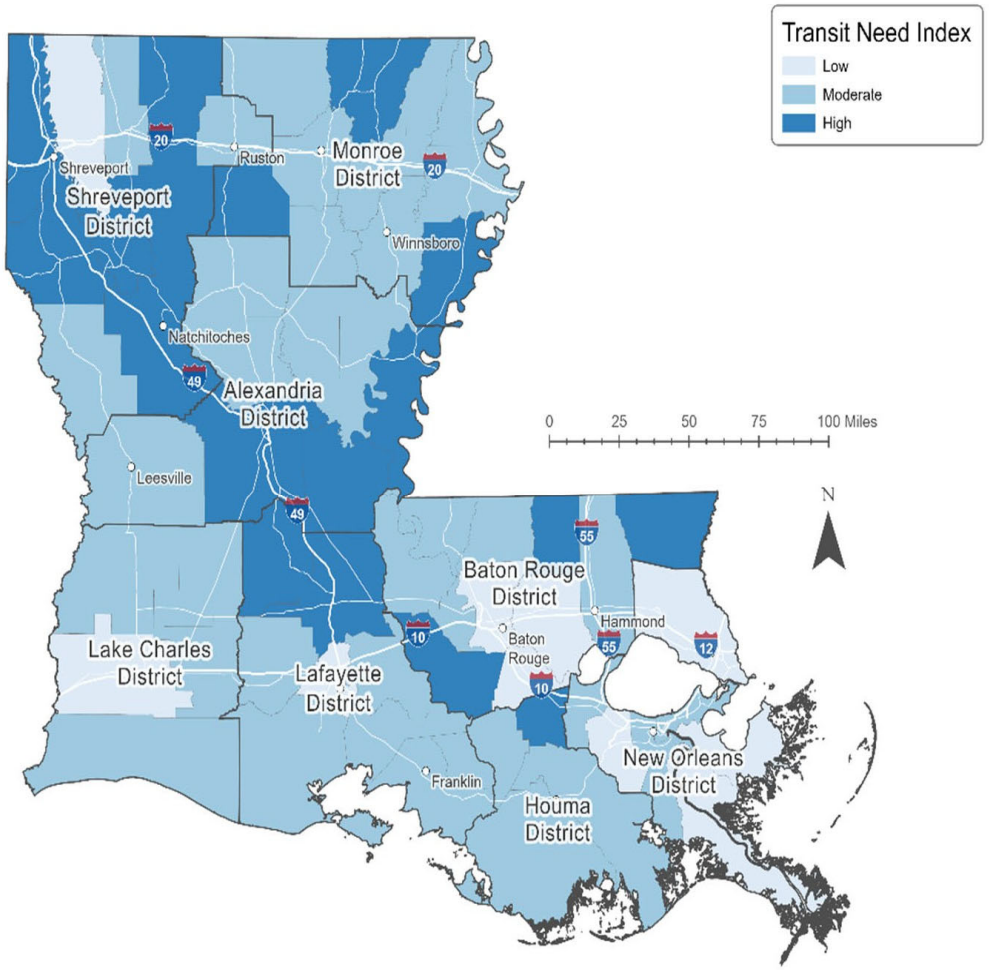
Table 8. Example TNI Calculation

Parish	Population	Sub-scores						TNI Score
		Elderly	Minority	Low Income	Rural	No Vehicle	People with Disabilities	
Orleans	389,648	0	1	1	0	1	0	3

Source: Alliance Transportation Group, 2022.

The TNI evaluates whether the population of a parish contains a higher percentage of a key demographic group when compared to that of the state. If a key demographic group comprises a greater percentage at the parish level than it does at the state level, that parish receives a sub-score of 1 denoting that it demonstrates a higher transit need. However, if the percentage of the demographic group is smaller at the parish level than it is at the state level, the parish receives a sub-score of 0. This process is done for each key demographic and is aggregated to create an overall score. Table 8 and Figure 9 present the results for each parish in the state. The highest needs for public and human services transportation are in the rural central and northern parts of the state, most notably along the Red River Corridor.

Figure 9. Transit Need Index Score by Parish



Source: Alliance Transportation Group, 2022 using 2018 ACS 5-year estimate data.

Figure 9. displays the Transit Need Index (TNI) score by parish.

Table 9. Transit Need Index Score by Parish

Parish	TNI score	TNI category
Bienville Parish	6	High
Claiborne Parish	6	High
De Soto Parish	6	High
St. Helena Parish	6	High
Natchitoches Parish	5	High
Avoyelles Parish	5	High
Caddo Parish	5	High
Concordia Parish	5	High
Evangeline Parish	5	High
Iberville Parish	5	High
Jackson Parish	5	High
Morehouse Parish	5	High
Rapides Parish	5	High
Red River Parish	5	High
St. James Parish	5	High
St. Landry Parish	5	High
Tensas Parish	5	High
Washington Parish	5	High
Caldwell Parish	4	Medium
East Carroll Parish	4	Medium
Franklin Parish	4	Medium
Iberia Parish	4	Medium
Jefferson Parish	4	Medium
Lincoln Parish	4	Medium
Madison Parish	4	Medium

Parish	TNI score	TNI category
Sabine Parish	4	Medium
St. Mary Parish	4	Medium
Webster Parish	4	Medium
Winn Parish	4	Medium
Jefferson Davis Parish	4	Medium
Acadia Parish	3	Medium
Assumption Parish	3	Medium
Beauregard Parish	3	Medium
Catahoula Parish	3	Medium
East Feliciana Parish	3	Medium
LaSalle Parish	3	Medium
Orleans Parish	3	Medium
Ouachita Parish	3	Medium
Pointe Coupee Parish	3	Medium
Richland Parish	3	Medium
Tangipahoa Parish	3	Medium
Terrebonne Parish	3	Medium
Union Parish	3	Medium
Vermilion Parish	3	Medium
West Carroll Parish	3	Medium
Allen Parish	2	Low
Cameron Parish	2	Low
Grant Parish	2	Low
St. John the Baptist Parish	2	Low
St. Martin Parish	2	Low

Parish	TNI score	TNI category
Vernon Parish	2	Low
West Baton Rouge Parish	2	Low
West Feliciana Parish	2	Low
Lafourche Parish	2	Low
Calcasieu Parish	1	Low
East Baton Rouge Parish	1	Low
Livingston Parish	1	Low
Plaquemines Parish	1	Low
St. Tammany Parish	1	Low
St. Bernard Parish	1	Low
Ascension Parish	0	Low
Bossier Parish	0	Low
St. Charles Parish	0	Low
Lafayette Parish	0	Low

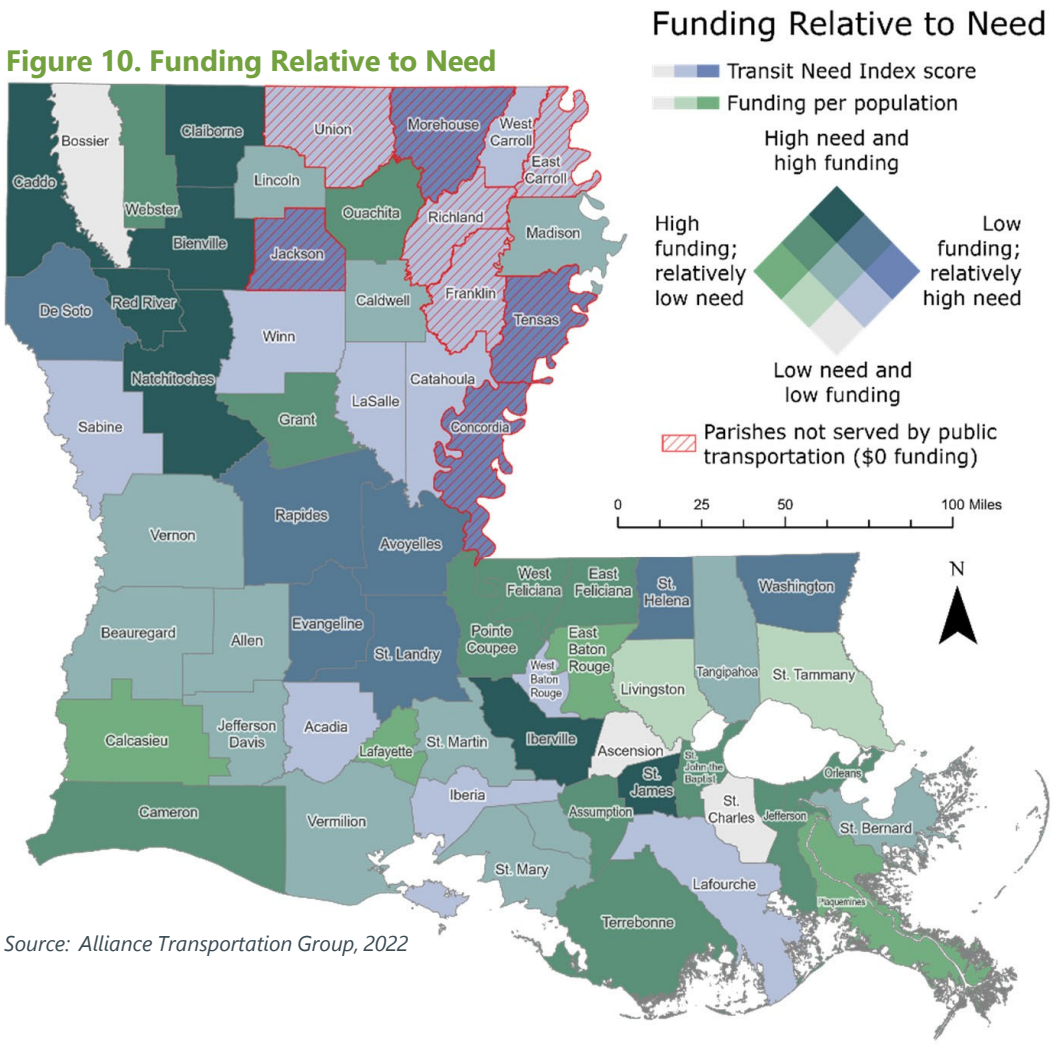
Funding Relative to Need

How well is federal funding being allocated to each parish in relation to transit need? To determine where gaps may exist because parishes may not be receiving sufficient funding per resident to meet demand, federal funding per resident is compared against the Transit Need Index.

The following key takeaways may be seen in Figure 10:

- Parishes in dark green, such as Caddo, Bienville, and St. James, have both high transportation need and high funding per resident
- Blue-colored parishes have less funding per resident than their level of need – this includes all parishes without public transit, indicated with red stripes as well as areas such as Rapides, Avoyelles, Evangeline, St. Landry, and Acadia Parishes in central Louisiana
- Parishes in grey, namely Bossier, Ascension, and St. Charles, are rated as having low need and accordingly receive low funding
- Light, green-colored parishes receive more funding than anticipated based on this metric, including Calcasieu, Cameron, and St. Tammany Parishes.

Figure 10. Funding Relative to Need



Source: Alliance Transportation Group, 2022

Table 10. Federal Funding per Capita

Parish	Funding Per Capita
Orleans	$58.54
St. James	$28.44
Cameron	$27.38
Bienville	$25.52
East Baton Rouge	$23.85
Grant	$21.48
Ouachita	$18.50
Red River	$18.19
Caddo	$17.62
St. John the Baptist	$17.53
Plaquemines	$17.13
Pointe Coupee	$17.06
Terrebonne	$16.02
Jefferson	$15.65
Lafayette	$13.29
Natchitoches	$12.32
Calcasieu	$11.90
Assumption	$11.50
Webster	$10.97
East Feliciana	$10.93
Iberville	$10.16
Claiborne	$9.93

Source: National Transit Database (NTD), 2019. Note that only Parishes that submitted data to the NTD are included.

Figure 10. displays funding relative to need by parish.

STAKEHOLDER OUTREACH

Provider Survey

DOTD distributed a survey to public transit providers across the state in late 2021 to gather information about coordination efforts among providers to improve service and address service needs in Louisiana from the providers' perspectives. The survey, which was sent out to all FTA-funded transit agencies, was distributed via an online survey hosting site and was available for approximately three months.

The survey received 34 unique responses representing 32 different agencies serving a total of 33 parishes. Responses were also compared to a previous a survey conducted in 2017 by DOTD as a part of the most recent coordination plan update.

SERVICES NEEDED

As a first snapshot of service needs, providers were asked what additional transportation services they see as needed in their service areas. Figure 11 at right depicts responses from 21 agencies.

VULNERABLE POPULATION GROUPS

Providers were also asked which groups in their service areas most needed transportation services. Figure 12 at right shows which groups providers thought were most affected by public transit availability in their parish. Respondents were able to select as many choices as applied.

Figure 11. Agency Survey Responses: Additional Services Needed

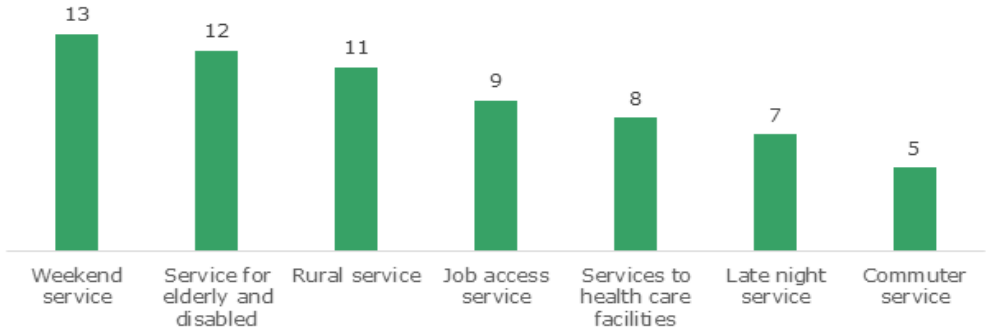


Figure 11. displays the surveyed responses for what additional services are needed.

Figure 12. Agency Survey Responses: Populations Affected by Service Availability

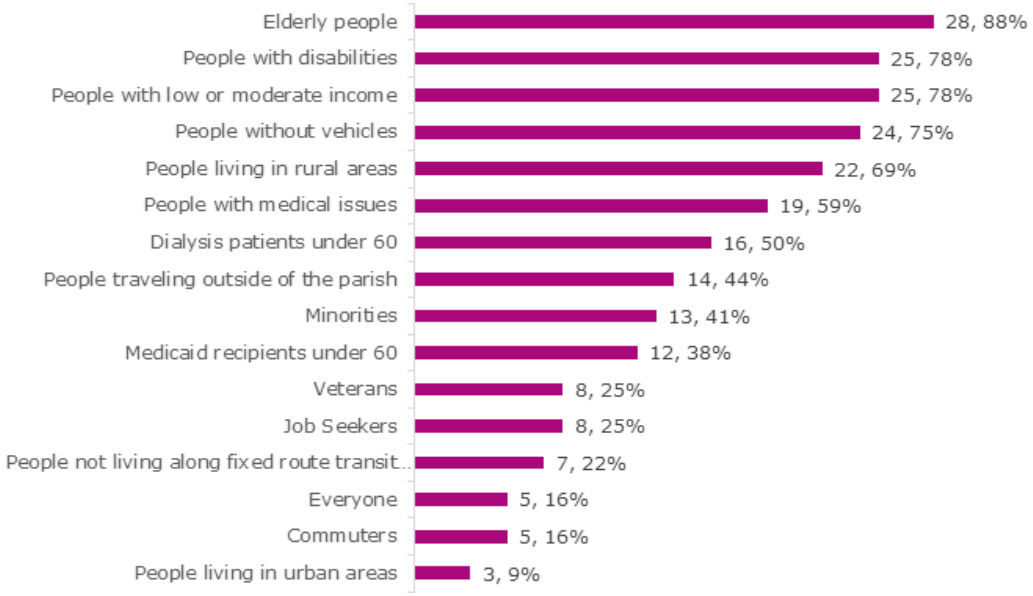


Figure 12. displays the surveyed responses of the populations that would be affected by service availability.

CHALLENGES TO PROVIDING SERVICE

When compared to the most previous plan's survey, COVID-19 presented a new challenge to the majority of respondents, with most reporting decreased ridership, hours of operation, and operator availability due to the pandemic. Some operators, responding to the survey soon after Hurricane Ida, also identified natural disaster preparedness as a need. Another major concern was funding for both operation and maintenance. Finally, road quality, cost of service, coordination between city and parish governments, and the difficulty of offering transportation services to multiple healthcare providers completed the list of major concerns.

Coordination Meetings

A final important part of the coordination planning process is outreach to the public and stakeholders. Engaging these groups provides invaluable knowledge that ensures outcomes cater to the unique needs and challenges of those who are most impacted by the results of the process. The HSTCP planning process included two major outreach efforts: coordination workshop meetings and surveys. The first step for the outreach efforts was to identify key stakeholders in the transit coordination delivery system. Again, FTA regulations require that the coordination planning process include seniors; individuals with disabilities; representatives of public, private, and non-profit human services transportation providers; and other members of the public. FTA also provides further guidance which identifies area transportation planning agencies (e.g., MPOs), transit providers, transit users, and faith-based organizations.

Table 11. Stakeholder Meetings

Topic	Dates
Identification of Transit Needs and Threats	June 23, 2021
Presentation of Gap Analysis and Visioning Exercise	November 16, 2021
Survey Results and Vision and Goals Prioritization	March 9, 2022

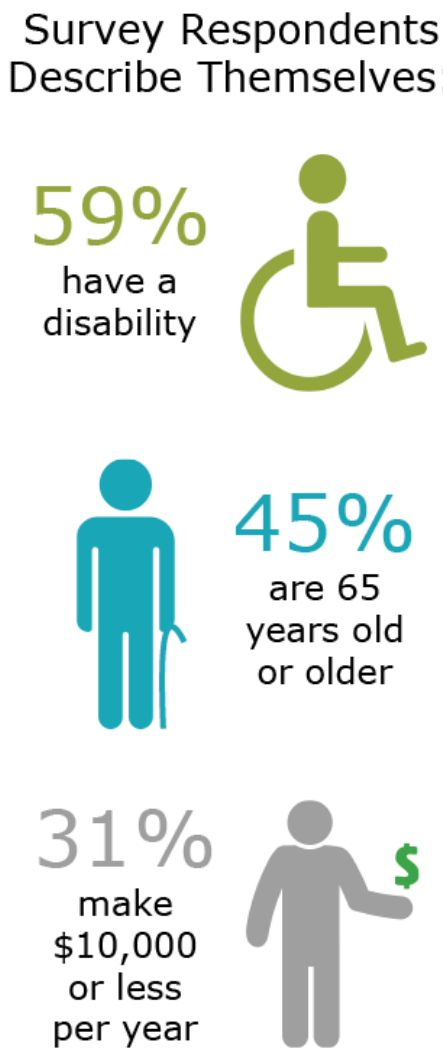
For the three coordination meetings, DOTD invited regional planning councils, MPOs, transportation providers, workforce development agencies, and various human services agencies. Thirty-one participants attended the meetings. Together, participants identified barriers to coordination and challenges to providing better transportation services. Participants also provided examples of their coordination efforts and told success stories of how coordination has helped their agencies improve the services they offer. The meetings also served as a venue for providers to get to know one another and begin coordinating.

Public Outreach

Feedback from the public was also gathered through a survey. The public feedback user survey was distributed online through DOTD's and other agencies' websites; however, most of the feedback was collected through in-person outreach to clients by local transportation providers and human services agencies. The outreach included a sample of the target population groups that are the focus of the HSTCP. Forty-five percent of respondents were 65 years old or older, 31% indicated that their household income is less than $10,000 annually, and 59% have some type of disability. This effort received 95 responses providing feedback on travel behavior, transportation needs, and perception of the quality of transportation services offered throughout Louisiana. The information collected from these surveys was used to determine what additional transportation services are needed in Louisiana and what type of barriers exist to accessing these services. While respondents indicated a general satisfaction with current service, availability and knowledge of local services in their community or region were identified as the most common barrier encountered when using public transportation.

Respondents were asked what destinations they most often needed to access using transit. The top five responses included: medical appointments, personal errands, shopping, work, and visiting family or friends.

Respondents were also asked what problems they faced with using transit in their communities. This question, for which respondents could select as many responses as applied,



was written with the intent of revealing the most common reasons people were not utilizing public transportation. The most common responses were that service was not provided where and when they needed it, the latter of which echoes the concern of providers that their service areas need weekend service. Other users said it was difficult to find out which services were available for them to use, suggesting that there could be more effort put into marketing essential information about available transit services to users.

IMPLEMENTATION

Strategies for the implementation of this plan were determined in consultation with stakeholders following review of needs, survey results and existing resources. Stakeholders included representatives from transit agencies receiving any of the three major programs of federal transit funding (Sections 5307, 5311, and 5310); these agencies included urban fixed-route transit providers and rural Councils on Aging, among other various organizations. Representatives from MPOs and DOTD regional coordinators also participated in development of plan recommendations, given their role of coordinating transit providers in their respective jurisdictions.

Goals and Strategies

The HSTCP identifies gaps in public transit and human services transportation in Louisiana and develop strategies to address these gaps. These strategies must be consistent with and supportive of statewide transportation goals and planning processes.

The strategies identified in this plan work to achieve three overarching goals that underscore the federal mandate for coordination, which are to:

- Promote human services transportation that is safe, convenient, and easy to use, identifying the roles of the state and regions in the process of coordination
- Ensure consistent and efficient service across transportation providers
- Facilitate operation of a well-maintained and sustainably managed transportation system

Specifically, the HSTCP is designed to ensure the state achieves these goals by:

- Providing transportation resources and needs analyses that help inform statewide and regional decision-making
- Identifying the roles of the state and regions in the process of coordination
- Providing overall guidance for regions to use in their efforts to develop local coordination plans

- Outlining a path forward for DOTD to continue improving and fostering coordination efforts with the regions.

In one of the stakeholder meetings, participants were presented with these seven strategies, which were developed out of public engagement and an analysis of resources and needs, to rank and to edit or expand upon as they saw fit:

- Preserve and maintain existing vehicles and equipment
- Identify ways to maximize existing fleets operating within the same city or parish
- Continue to fund needs using available FTA programs
- Invest in new technologies and methods to improve public information about services
- Lend support to regions in their efforts to facilitate coordination activities
- Investigate regional services as an option to improve coverage and availability
- Establish partnerships with others to share data and resources that support transit development

In discussion, stakeholders agreed that an eighth strategy should be added to this list since staffing was a common issue with transit agencies and could be addressed by cross-training operators and creating pools of staffing capacity:

- Support the development of personnel pools to aid in service delivery

Seven breakout groups ranked the top five most important strategies, from 1 (most important) to 5 (least important). Each strategy's average ranking across the groups was calculated. If a strategy was not in the group's top five, then it was assigned a rank of 6 for purposes of calculating an average rank. Following discussion, the groups prioritized HSTCP strategies, leading to the formation of the goals and strategies stated below in Table 12.

Table 12. Ranked Strategies with Action Items

Rank	Strategy
1	Invest in new technologies and methods to improve operations and public information about services
2	Support the development of personnel pools to aid in service delivery
3	Lend support to regions in their efforts to facilitate coordination activities
4	Establish partnerships with others to share data and resources to support transit development
5	Continue to fund needs using available FTA programs
6	Preserve and maintain existing vehicles and equipment
7	Investigate regional services as an option to improve coverage and availability

Implementation Plan

Table 13, next page, connects the goals and strategies to specific actions that DOTD can take to support human services transportation across the state. MPOs are encouraged to review these goals, strategies, and actions and use them to guide their efforts to coordinate high quality human services transportation. These actions are intended to be reasonable expectations for implementing the strategies identified above, and DOTD and other actors are encouraged to identify further action that may be taken in pursuit of the goals stated here. It is important to assign metrics to measure progress toward a goal, even if the metrics chosen are different from the ones assigned in these tables. The timeframes of short-, medium-, and long-term are to be understood relative to each other and are not linked to fixed lengths of time.

Moving Forward

The implementation portion of this HSCTP is a guide for DOTD to support MPOs and agencies in the provision of high-quality transportation services to residents of Louisiana. Human services transportation connects people, often vulnerable populations such as seniors and individuals with disabilities, to goods and services that they may not be able to access otherwise. Users of these services often find that a lack of adequate transportation poses a barrier to accessing jobs, medical care, pharmacies, grocery stores, and social services, compromising the quality of life of many individuals. By taking action to implement the strategies laid out in this plan, DOTD can move MPOs and service providers forward toward operating a more equitable system of transportation across the state.

Table 13. Strategies and Actions for Coordination

Strategy	Action	Metric	Timeframe
1: Invest in new technologies and methods to improve operations and public information about services	1a. Update and reissue the "Benefits of Transit" brochure	Yes/No, # of resources shared/downloads	Short-term
	1b. Update STTARS 2.0 to include data resources for regional coordinators to build reports with their regional data	Yes/No, # of regional coordinators who used it	Medium-term
	1c. Continue to share resources through ShareFile platform	Yes/No	Long-term
	1d. Disseminate information on emerging issues related to transportation / technology for climate and emergency response (singular platform for assisted evacuation services; coordinated tracking of assisted evacuation across jurisdictions	Yes/No	Long-term
2: Support development of personnel pools that aid in service delivery	2a. Determine feasibility to establish personnel pools for financial efficiency	Yes/No, # of pools created	Short-term
	2b. Prepare white paper and host peer discussion on driver recruitment strategies / supplemental funding opportunities	Yes/No	Medium-term
	2c. Offer training opportunities for regional coordinators to learn about mobility management	Yes/No, # of sessions & attendees	Medium-term
3: Lend support to regions in their efforts to facilitate coordination activities	3a. Conduct statewide survey every other year	Yes/No, # of responses	Short-term
	3b. Host annual coordination meeting	Yes/No, # of attendees	Ongoing

	3c. Host annual stakeholder meeting	Yes/No; # of attendees	Ongoing
	3d. Continue to disseminate information on funding opportunities, especially federal grants (e.g., white papers, workshops)	Yes/No	Medium-term
4: Establish partnerships to share data and resources that support transit development	4a. Provide tools (workshops/resources) for coordinators to "speak GIS"	# of resources provided	Medium-term
	4b. Provide resources from the statewide plan analysis of market and demand to regions for use in their regional planning efforts	# of regions provided date.	Short-term
	4c. Establish an annual report card to highlight activity on the various goals, strategies and activities completed – incorporate details on regional partners, stakeholders and community members engaged	# of goals and strategies achieved or with activity noted.	Long-term
	4d. DOTD will seek participation in coordination efforts at the statewide level through outreach to Louisiana Department of Health and Hospitals, Louisiana Workforce Commission, Department of Children and Family Services, Governor's Office of Elderly Affairs, and/or other state agencies who share in transportation need	# of coordinated events //meetings	On-going
5: Continue to fund needs using available FTA programs	5a. Encourage mobility management programs in each region	# of mobility manager positions	Short-term
	5b. Assist with funding applications for additional local research and data collection	# of providers accessing additional funds	Medium-term
6: Preserve and maintain vehicles and equipment	6a. Disseminate information about funding opportunities for vehicle replacement, maintenance, etc.	Yes/No	On-going
	6b. Support preservation of rolling stock through effective transit asset management planning	Useful Life Benchmarks (ULB)	On-going
	6c. Assist providers with acquiring rolling stock that provides highest quality service relative to the cost	# Of vehicles acquired	Long-term

7: Investigate regional services as an option to improve coverage and availability	7a. Provide resources to assist regional coordinators with determining feasibility to establish regional call centers for dispatch and customer service	Yes/No	Medium-term
	7b. Assess capacity of regional mobility managers to coordinate fare structure, advertising, etc., to enhance rider experience	Yes/No	Medium-term