

getting there.

A Transportation Initiative of HealthONE Alliance
and Rose Community Foundation



*Coordinating
Transportation
in Colorado:*

A Practitioner's Guidebook

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Using this Guidebook

This report augments the Getting There Collaborative report “Analysis of Colorado’s Human Service and Public Transportation Networks”. That report identifies a substantial need for building an understanding about how transportation programs operate and how they are funded across Colorado. This Guidebook will be particularly useful as you examine ways to increase coordination in transportation programs and as communities plan for the future.

Detailed information on the funding, structure, and availability of human-services transportation and public-transit services in Colorado can be found in this Guidebook. It also provides a literature review to guide you to resources that may be pertinent in your local coordination efforts. The material in this Guidebook can be used as a reference or as an opportunity to learn more about programs with related objectives in a particular region of the State.

You can use this material to learn about:

- The various human-service and transportation programs operating across the State.
- How other programs, towns, or counties in Colorado address their transportation needs.
- The various fund sources used in Colorado to support public and human-service transportation.

Organization

This guide contains three sections, each of which begins with a list of contents for that section:

- Funding
- Transportation Services
- Literature Review

Key Points

Some key findings of this report are:

- **Most human-service programs operate on a regional basis** – but there is not a consistent set of regional boundaries that all programs use. This is particularly true in the western half of Colorado. Each of the regional maps illustrate the program boundaries as well as information on where services operate.
- **Throughout Colorado there is great diversity** in how towns, counties, and regions are meeting their transportation needs.
- **Colorado is a strong local government state**, so responsibility for most human-service programs rests with counties.

- **School district boundary maps in the Guidebook** indicate that some counties have only one or two districts while others have as many as 15. At one time Colorado had over 2,100 local school districts, but today those have been consolidated into 178 districts. Boards of Cooperative Education Services (BOCES) serve as a forum for coordination of educational services.
- **The reforms in welfare and employment services** that occurred in 1998 – 1999 have resulted in a much more coordinated system of meeting the job training needs in Colorado.
- **Some of the information may be unfamiliar to the reader**, since the regulations are complex and each of the major program areas listed below have a unique planning process and language.
 - Aging Services
 - Health
 - Employment and Training
 - Education
 - Welfare and Social Services
 - Transit
- **There is a good deal of overlap** between Employment and Training, Welfare, and Education services. Through WorkForce Centers, these programs are often co-located and support each other.
- **Health transportation services are not addressed in detail** because the Medicaid program is in a period of transition. Counties are now deciding if they will join the Colorado statewide brokerage or manage programs on their own.

I. Federal Funding Sources

This section provides information on the basic programs and services in the funding categories listed below. While these are, for the most part, federal funds, most include matching funds from the State or from local governments.

- Federal Transit Administration Programs
- Aging Services
- Medicaid
- Education Programs
- Employment, Training, and Welfare Programs
- Vocational Rehabilitation
- Grant Programs through the Department of Local Affairs
 - Community Development Block Grants
 - Community Services Block Grants
 - Energy and Mineral Impact Assistance

This section focuses on how these programs operate in Colorado, including information on the State or federal department that administers the funds, the planning processes used for each type of fund, and the role of the State and local governments in making decisions about the funds.

At the end of this report is a listing of all federal programs that can be used for transportation. It is particularly useful in that it describes the enabling legislation, common title, and the federal department responsible for the program.

Each type of funding is distributed through a planning and decision-making process that is oriented to the overall mission of the fund source. Transportation is a minor component, with a few exceptions. There are some points at which these planning processes touch each other: it is fairly common for the transit and aging services programs to take the other into consideration in making budget decisions. There is also a good deal of interaction in planning and budgeting processes for labor services (unemployment, job training), vocational training, and some welfare funds.

The federal funding programs form the framework for the ways in which both public-transit and human-service transportation are provided. The funds come into the State and are distributed in four different ways:

- Most program funding goes to the State and is administered by one of the State departments. The State may or may not add matching funds to these programs.
- Some program funding goes directly to urban areas. Examples of this are the Federal Transit Administration and Community Development Block Grant funds. These

programs are split, with the funds for areas fewer than 50,000 in population going to the State and funds for larger areas going directly to the urbanized area.

- Some federal funding bypasses the State and goes directly to local recipients. This is the structure used for Head Start program funds.
- The Federal government within the State administers some federal funding. This is the structure used for Veteran's Administration funds.

Primary control over how funds are spent – or if they are spent – generally lies with the entity that provides the matching funds. Regardless of which entity has final budgetary authority, most programs have significant processes for public comment. This varies from public hearings to advisory councils that set the direction on how program funds are used.

The programs vary considerably in matching requirements, whether matching funds are provided at the state or local level, and if local entities provide significantly more funds than the matching requirements. Examples are:

- Medicaid funds are matched by the State, so the State makes decisions on the level of funding and how these programs are operated.
- Transit funds are matched by local entities, so local entities make decisions on the level and orientation of their programs. For larger transit systems, both in urban areas and in resort communities, federal funds are a minor part of the budget. In these systems, local funding is primary.
- In order to coordinate between fund sources, matching funds may come from programs where decisions must be made at more than one level. An example is the Job Access Reverse Commute where the parties providing matching funds may involve one or more counties, a transit system, and a local Council on Aging program. More than one state department may be involved in approval for these programs.

Finally, decisions at both the State and local levels are influenced by federal mandates to provide certain services or meet certain requirements. These "unfunded mandates" can drive the decision-making processes when funding is scarce.

Federal Transit Administration Programs

The Federal Transit Administration provides funding for public-transit services under a variety of programs. Primary programs are:

| Program | | Distribution |
|---------|---|--|
| 5307 | Urbanized Area Formula Funding | Designated recipient in urbanized areas. |
| 5309 | Discretionary Bus Funding New Starts Funding | Transit operators via Colorado Transit Coalition Applicants (urbanized areas) for major fixed guideway projects. |
| 5310 | Capital funding for Elderly and Disabled Transportation Program | CDOT distributes based on applications and the Regional Transportation Planning process. |
| 5311 | Rural Transit Formula Funding | CDOT distributes based on applications and the Regional Transportation Planning process. |
| 5317 | New Freedom Program (New program in 2005 transportation reauthorization legislation) | Competitive application, with large urban area funding going through Metropolitan Planning Organization and rural and small urban funding distributed through a statewide application. |
| 5339 | Job Access Reverse Commute | Effective FY 2006, these are formula funds. It is anticipated CDOT will distribute those in rural areas and the urban areas will go directly to designated recipients. |

During the course of this project, the federal government approved a reauthorization of transportation legislation officially titled the Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users and known as SAFETEA-LU. This bill adds both an emphasis on coordination of human service transportation and public transit services and some new programs. While regulatory details are not yet available, this report has been updated where possible to reflect the new legislation.

Planning Process

Colorado Department of Transportation (CDOT) has a statewide transportation planning process that is federally mandated and covers all transportation modes. It is oriented to the transportation needs in corridors, not of people or human-service programs. This is carried out on a regional basis and results in both Regional Transportation Plans and a Statewide Transportation Plan.

This planning process examines the transportation network in place for each mode as well as the connectivity between modes. While this process is driven by the highway mode, the transit mode is identified as a specific component of the planning process. This process results in the preparation of a Transit Element for each planning region.

Overall this planning process emphasizes the role of the transit mode in providing mobility and reducing traffic congestion – an objective of a good number of the larger public-transit systems in Colorado. At the same time, many communities primarily serve people who are transit-dependent. The service to this segment of the population is where public-transit interfaces with the human-service transportation network. However, there is limited participation in the planning process by human-service agencies.

Regardless of the underlying values, this planning process provides a mechanism for transit systems to identify priority projects and, in some areas, to compete for funding. However, generally transit funding is considered separately from funding for other modes.

Metropolitan Planning Organizations, serving the urbanized areas, undertake this process every three years. The rural regions carry out the process every six years.

Local planning processes generally include a Transit Advisory Committee of stakeholders who identify needs, set goals, and review and comment on proposed plans.

Funding through the various programs identified above goes to various recipients, some in formula funds, some based on applications, and some are lobbied for at the federal level. However, all projects must be included in the Regional Transportation Plan.

CDOT Administered Programs

CDOT Federal Transit Administration (FTA) programs provide funding for:

- Public-transit operating assistance in rural areas, provided to public agencies, private nonprofit agencies, and Indian Tribes. The funds used for this program (Section 5311 funds) can be matched, in part, by Title III dollars. This program is valuable in assisting areas that wish to coordinate services by paying for a portion of the trips provided to agency clients.
- Purchasing vehicles for programs primarily serving older adults and people with disabilities (Section 5310 funds). These funds are provided to both human-service and public-transit agencies. Vehicles funded through this fund source can carry limited general public passengers, another advantage to coordination.
- Planning activities. CDOT regularly funds planning activities for transit systems, often with an operational focus (Section 5313 funds). In addition, CDOT encourages transit providers to have advisory committees that include stakeholders from human-service agencies to business representatives.

The FTA funds are a bit different than most others, insofar as the intention is to support general transit needs, not those of any particular group. CDOT essentially offers general-purpose grants – it does not purchase a specific number of trips or serve a particular client group.

The new transportation bill, known as SAFETEA-LU provides a greater emphasis on coordination of human service transportation and public transit than in previous legislation. In some programs greater use can be made of federal human service funds for matching Federal Transit Administration programs. It is anticipated that CDOT will administer the competitive applications for rural and small urban areas for the New Freedom program. This program is designed to provide transportation services for individuals with disabilities that go beyond those required by the Americans with Disabilities Act. It is also anticipated that CDOT will distribute Job Access Reverse Commute funds for the rural areas as under the new legislation these will be formula funds.

Funds for CDOT administered programs are not disbursed based on regional allocations, but rather in response to specific applications from across the state. Funding decisions are made primarily at the discretion of staff members, through an interagency advisory committee made up of five state agencies charged with reviewing and scoring the applications.

CDOT has adopted rules that govern how the Federal Transit Administration funds that the State receives are distributed. These rules are based on the federal legislation. CDOT reviews these regulations regularly and modifies them in a process that includes participation from local recipients and stakeholders from across the state.

Applications are submitted on a two-year funding cycle. Contracts are executed between the State and the recipient on an annual basis and are for the calendar year.

Urban Area Programs

The Federal Transit Administration deals directly with urbanized areas. Urbanized areas receive formula funds for operating and capital expenses and planning funds. Under the new transportation legislation they will also receive Job Access Reverse Commute funds. They are required to comply with federal regulations in the planning, contracting, and use of these funds. Small urban areas can use the formula funds for 50% of their operating costs; in large urban areas they are restricted mostly to capital expenses.

The 5309 Bus Discretionary funds come to Colorado through the Colorado Transit Coalition. This is a coalition of transit providers that join together to lobby Congress for funding in the federal transportation funding bills. The recipients (urban or rural providers) contract directly with the Federal Transit Administration for amounts awarded under these grants.

Matching Funds

Local entities provide all matching funds. The State of Colorado does not match Federal Transit Administration grant funds, except for its administrative expenses. The relative importance of FTA funding to transit systems varies with the size of the system. Small rural systems depend on Federal Transit Administration funds and, in many cases, Older Americans Act funds to provide their services. The larger the system, the less they depend on federal funds and more they rely on local funds to operate the service. The largest transit

systems in Colorado may only have Federal funds covering 5% of their expenses. This includes RTD and the major resort transit systems (Roaring Fork Transit Authority, Town of Vail, and ECO Transit). Mid-size systems in the small urbanized areas use significantly more federal dollars.

In addition to local funds, the following federal funds can be used to match the rural operating assistance grants:

- Older Americans Act Title III funds can match up to 50% of the FTA operating assistance grants.
- Temporary Assistance to Needy Families (TANF) funds can be used to match Job Access Reverse Commute (JARC) funds and the rules are quite specific.
- Community Services Block Grant funds are used by some entities to match FTA funds.

The new transportation legislation allows more federal human service funds to be used as matching for Federal Transit Administration programs, but the details on this will not be known until regulations are issued.

Finding adequate matching funds is a major issue in small urban areas and in rural areas. Small urban areas that have been included as part of an urbanized area with over 200,000 in population (Fort Collins, Loveland) have struggled with finding adequate local match to operate their transit programs. Also, finding adequate match is a problem in most rural areas.

The funding for the rural transportation program does not envision resort communities with major transit systems as we have in Colorado, as the funding allocation is based on population, not visitors or ridership. As a result, these systems obtain very little funding from the federal rural transit program and competition is stiff for the available dollars.

Aging Services Programs

The Older Americans Act is the enabling legislation for services for older adults at the federal level. In addition, Colorado passed the Older Coloradoans Act to provide matching funds for the federal program and funds additional services for adults aged 60 and over.

Under Title III of the Older Americans Act, funds are provided for:

- Access
- Congregate Meals
- Health Promotion
- Family Caregiver Support

In addition, Title 7 provides funds for legal and ombudsman services.

Access funds include transportation to congregate meal sites, grocery shopping, medical trips, and socialization trips. A strong relationship exists between access funds, congregate meals, and health promotion activities as the latter two depend on being able to get to the services.

Planning Process

The Colorado Department of Human Services Aging Services Division administers both the Older Americans Act and Older Coloradoans Act funds. Funds are distributed, through a contract, to 16 Area Agencies on Aging (AAA), on a formula basis, for each of the fund categories. These contracts are moving towards a “unit cost of service” and increasing management tracking systems to monitor how clients use the services.

At the local level, decisions are made on how the funds will be split between different programs eligible for funding, within program constraints. Each of these Area Agencies on Aging has an advisory council, made up primarily of people aged 60 and over. Their primary role is to advise on local priorities, but the level of involvement and responsibility they have varies between areas. In many cases, these local councils have a transportation subcommittee as part of their structure.

Once the advisory council and AAA staff determines priorities, taking into consideration the State’s focus areas and local needs, they solicit bids from potential contractors. As part of the bidding process, local contractors submit proposals that include the cost for services as well as any match or contribution they can provide.

The State is responsible for establishing regulations that comply with both federal and State requirements. A Regional Advisory Committee oversees the rule setting and modifications to the rules.

Matching Funds and Budget Levels

The Older Americans Act has a match ratio of 85% federal and 15% local. Colorado provides a 5% match with general fund money and local entities are required to provide 10% either in cash or in-kind services.

The federal dollars have been fairly stable and are made available to the Area Agencies on Aging based on a calendar year basis. State dollars have fluctuated a good deal in the last few years, dropping from a high of \$3 million per year to \$1.5 million per year. These funds are distributed based on the State Fiscal Year. In the Colorado budget process, these funds are often referred to as “State Funding for Senior Services.”

Across Colorado, it is estimated that the transportation portion of the programs for older adults has a value of \$8 million annually, with approximately \$3 million from federal funds, \$1 million in State matching, and \$4 million in local funds.

Coordination

A high level of interest exists in coordinating these funds at the State and federal levels. At the federal level, the Administration on Aging and Federal Transit Administration have entered into a Memorandum of Understanding to better address the transportation needs of older adults through coordination, including identifying and reducing specific barriers to coordination. These are programs where there already is a high level of coordination in Colorado, but specific barriers do remain. Among the barriers identified are:

- The Older Americans Act requires providers to ask for a donation, as they cannot charge a fare. Many AAA’s purchase bus tickets and provide them to clients for a donation.
- Matching requirements limit ability to coordinate. Older Americans Act funds can be used to match Federal Transit Administration 5311 funds for rural transportation. They cannot be used to match Medicaid dollars although it is recognized that both programs fund the same types of clients and trips.
- The level of transportation service needed by some frail elderly is more than paratransit services provide – for example, the passenger may need door-to-door service rather than curb-to-curb. Also, the locations where older adults live may be outside the paratransit service area. As a result, a separate system is established to serve older adults.

Some of these barriers are in the federal legislation and others may be at the State or local levels. Two examples are:

- State audits may have a conservative interpretation of federal rules. The flexibility that is allowed may not be adequately described in federal regulations. Often, the barrier may simply be language that is not familiar to the auditors.
- The Americans with Disabilities Act only requires that service be provided “curb-to-curb” and local entities can determine if “door-to-door” service will be provided to

those riders who need the service. With the level of mandated services, providing curb-to-curb service may be all an agency can afford to do. This can result in a separate network of services for those people requiring a higher level of service, even though there are options that would provide more comprehensive and appropriate services at a lower cost. In the Denver-Boulder metropolitan area separate networks exist. Some of the smaller cities and towns provide single networks.

On a final note, one of the issues in this program is finding eligible providers. This is particularly true in rural areas where little other service exists. Because funding is low, private for profit firms such as a taxi (if it exists) may not bid on services. At times it is difficult to find nonprofits or local governments who are willing to provide this service with just this one funding source. Providing service may be more attractive if other fund sources could also be used.

Medicaid

The Medicaid program was established in 1965 as a jointly funded venture between the federal and State governments to provide adequate medical care to eligible needy persons. It provides medical services to America's poorest people. The federal statute identifies five broad coverage groups: children; pregnant women; adults in families with dependent children; individuals with disabilities, and individuals aged 65 or over. The federal funds are matched with an equal amount of State general fund dollars (50% match ratio).

Within federal guidelines, each of the states: establishes its own eligibility standards; determines the type, amount, duration, and scope of services; sets the rate of payment for services; and administers its own program. Thus, Medicaid varies considerably from state to state.

In Colorado, the Colorado Medical Assistance Act allocates funds from the general fund for the Medicaid program. The responsibility for administering the Colorado Medicaid program is assigned to the Colorado Department of Health Care Policy and Financing.

A key issue in the Medicaid program is lack of funding. Expenses in the Medicaid program have grown rapidly. With the recession of the past few years, cash-strapped states have been tightening eligibility and reducing services. Colorado has been particularly hard hit as the TABOR amendment has reduced the ability of the State to spend the dollars that it receives. Transportation funding was reduced after Colorado discovered some fraudulent billing. Colorado has not claimed all of the funding available for non-emergent transportation funding because of a lack of State matching dollars.

Transportation Funding ¹

There are three basic categories of funding for transportation services:

- Services for people with developmental disabilities (Community Centered Boards).
- Home and Community Based Service program (HCBS).
- Non-emergency medical trips.

Services for People with Developmental Disabilities

Within the Colorado Department of Human Services, the Division of Developmental Disabilities administers services for individuals with developmental disabilities. Medicaid funds are the primary fund source for this program. At the regional level, these funds are distributed through a system of 20 Community Centered Boards, private nonprofit organizations designated in statute as the single entry point into the long-term care system.

¹ The Colorado Medicaid Community Mental Health Services Program provides mental health care to Medicaid recipients in Colorado. Any transportation that may be funded would be considered non-emergency trips. The Mental Health Program is operated statewide, with five service areas. Each service area is managed by a Behavioral Health Organization. Three of these are in the metropolitan area, one in the Northeast, and one serves the remainder of the State.

In addition, several Regional Centers are run directly by the State for those persons with the most intensive needs.

Medicaid funds provide comprehensive and supported living services for adults with developmental disabilities. There are also programs for children, with the State providing most funding for family support and early intervention to infants and toddlers.

Community Centered Boards are primarily funded with Medicaid and matching State dollars. Services are limited by available funding with most programs having waiting lists for services. In some counties (Boulder, Douglas, Jefferson, and Larimer are four) additional taxes have been approved to augment services.

Services for people with developmental disabilities are funded with Home and Community Based Service funds. Community Centered Boards used to pay for all transportation services by obtaining a waiver. As a result of recent audit findings, they now have to apply for Medicaid State Plan funds. It has been reported that they must also get certified through the Public Utilities Commission (PUC) to be eligible.

Home and Community-Based Services (HCBS)

In addition to paying for developmental disability services, HCBS funds also provide for adult day care, services for people with HIV, and similar programs. These funds are also administered through the Department of Human Services and are distributed to counties. Each county defines the process by which these funds are used. A portion is routinely used for the transportation of clients to and from adult day care programs.

Non-emergency Transportation Services

The largest portion of the Medicaid funds that are used for transportation are for “non-emergent” medical travel – appointments that can be scheduled in advance. These funds are a relatively small portion of the Medicaid budget – one-quarter of one percent – and yet are a major part of the specialized transportation funding in Colorado.

The State has struggled to find a balance in non-emergency medical transportation services. It is important for Colorado to reduce costs and to reduce the possibility of fraud. The State also faces the challenge of providing effective services to enable recipients from all parts of the State to access necessary services. This involves services that might be short or long-distance trips and that may involve public or private providers.

Transportation funding under this program was reduced \$7.6 million in FY 03-04 as part of Colorado’s budget balancing Supplemental Bill. In FY 04-05 the budget is \$4.4 million, reflecting \$2.2 million in federal funds and \$2.2 million in State funds.²

The State has changed transportation services to an administrative service, rather than as an optional medical expense, in order to provide more flexibility for the program. There is a

² Department of Health Care Policy and Financing Strategic Plan, FY 05-06 Budget Request, November 1, 2004, page 1.

concerted effort to ascertain eligibility for services and to use low-cost and free transportation services. This includes using paratransit services where they are available and paying the cash fare, while local entities must subsidize the difference between total costs and fare revenues. Mileage reimbursement is also an inexpensive way to provide the trips.

The State has established a brokerage that serves the seven metropolitan area counties and Larimer County. Other counties are considering whether they wish to join the brokerage. A private firm, LogistiCare, is currently operating the brokerage and the State is going out to bid for a longer-term contract. The brokerage is responsible for finding the lowest cost means for providing the trips and assuring that the program is well managed.

Record keeping has always been an issue with transportation providers, and with the emphasis on good management the paperwork and approval process has become more labor intensive. Northeast Association of Local Governments, the operator of County Express and the Medicaid broker for the northeastern counties, has hired a full-time staff person to handle Medicaid paperwork and approvals. The system is complex and time-consuming, but it can be managed.

The response to the changes in the Medicaid non-emergency transportation program varies. There is general agreement that significant problems remain, with the major ones being:

- There is an increased burden for funding services at the local level as paratransit services are carrying many passengers previously funded by Medicaid.
- The system does not leverage the local funds supporting Medicaid eligible trips. The State reduced the expenditures by \$7.6 million, half of which was federal money that has been lost to Colorado. Meanwhile, significant portions of these trips have been shifted to local governments who do not have the ability to obtain the Medicaid matching dollars.
- There continue to be problems with finding operators who can (or are willing) to take the longer regional trips and trips from rural to urban areas. These are often quite expensive and involve empty return trips so resources are not effectively used.
- In the past, some counties, particularly in rural areas, were reluctant to arrange many non-emergency trips either because of their workload, the paper work, the difficulty of finding a willing provider, or because it was just easier to send the request to a local provider without providing a Medicaid reimbursement (often unbeknownst to the provider).

There is not a good measurement of how many of the trips have been transferred to local services. The Greeley system reports that they registered 70 new riders who were no longer able to obtain Medicaid transportation through Weld County. Fifteen of these people receive dialysis so they make three round-trips each week and require a good deal of support. This resulted in the need to put an extra vehicle out on the system, as the service was already pushing its capacity limits. Greeley pays the cost of transporting these riders, receiving no Medicaid funding. At the same time, the Weld County system, serving residents outside of Greeley, stopped carrying Medicaid passengers when the State system

was not paying and found that most passengers were able to find another way to their appointments.

The changes in the Medicaid non-emergent transportation system and the need to address the remaining problems provide an opportunity to evaluate how working with both public and private sector providers may enable the State to develop a stronger system and one that makes better use of the available resources.

Education Programs

Education (K-12), Head Start, and Migrant Head Start each have a different structure and orientation, but their requirements for the daily transportation of school children is similar.

Education (K-12)

178 local school districts provide elementary and secondary education. Many school districts also join other districts in a “Board of Cooperative Educational Services” or BOCES to offer services that a single district cannot afford to provide. There are 18 BOCES in the state. One service commonly offered through a BOCES is service to students with disabilities.

Local school boards respond to a variety of state and federal requirements in their decisions about what educational and transportation services to provide, and for whom.

Districts

Colorado has 178 school districts and a long history of school district development and consolidation. At one point the State had 2,105 individual districts. Most consolidation occurred by 1965, and the establishment of BOCES at the same time diminished the pressures for consolidation. BOCES enabled districts to combine resources where a savings could be realized.

There are 20 counties with only one school district and another 18 counties with only two school districts. Weld County, with 12 districts and El Paso County with 15 districts are two counties that did not vote for much consolidation in the 1960’s. Four counties (two urban and two rural) have six or seven districts each.

Services

Transportation of students is ancillary to the school’s primary function: that of educating students. Local school boards and State and federal policies guide School District transportation.

Local school districts establish policies regarding what transportation services will be provided – such as walk-distance policies (how far away from a school a student must live before transportation is provided), under what conditions activity buses will be provided for field trips or sports teams, and how students with disabilities will be provided transportation.

A variety of State and federal regulations govern the types of vehicles that can be used to transport students, bus driver training and safety regulations, and what transportation services must be provided to students with disabilities, among others. In Colorado, the federal regulations concerning school bus safety and operational rules have been strengthened considerably.

Most school districts do not equip school buses with wheelchair lifts, rather transporting these students in a separate vehicle with a lift.

Role of Federal and State Governments

The State's role in student transportation is two-fold. Colorado reimburses local districts for about 30% of the operating costs of student transportation. The State also provides support to local districts and serves a regulatory role to assure that student services operate safely.

The reimbursement of transportation costs is based on a formula and Colorado's budget health affects how much is paid. The formula calculates costs on the basis of \$0.3787 per route mile plus one-third of the remaining costs from the State. In 2003/04, school district costs for eligible transportation was \$145 million. Of this, the formulas allow districts to claim \$62.6 million. However, in FY 2003/04 only 64 percent of the eligible amount will be paid by the State as it only has \$41.5 million for this expense.

Districts have three options for funding the remaining transportation costs: use existing local revenues, request an additional mill levy for general or transportation purposes, or request a separate transportation user fee. Six districts have separate mill levies for transportation costs. No districts impose separate user fees.

The state does not provide funding for activity trips or for the purchase of equipment. The State does, however, reimburse local districts for summer migrant education transportation costs.

Federal requirements have major impacts on the costs of transportation programs, yet are largely unfunded mandates. Examples of this are the responsibility to educate and transport special needs students or the responsibility to transport homeless students across school district lines, if necessary, so they may attend the school in the last area they lived. The only federal funding used for transportation is a small amount for the transportation of migrant students.

The State also plays a large role in defining how to provide transportation services, and adopting legislation on:

- Minimum Standards Governing School Transportation Vehicles
- Operation of School Transportation Vehicles
- Rules for the Annual Inspection and Preventative Maintenance of School Transportation Vehicles

The Colorado Department of Education Transportation Unit staff plays an active role in assuring local district staff has the training necessary and follows appropriate procedures. The state serves in both a support and regulatory role.

Coordination

The issue of coordination of school district transportation with other transportation services revolves around issues of safety and security. The rules governing the transportation of school children are explicit and include stringent vehicle specifications that provide for safe

transportation for vehicles that do not have seat belts (using “compartmentalization”). Stop sign arms and flashing lights enable school bus drivers to stop traffic.

Coordination of school pupil and other transportation services has long been discussed. The regulatory structure that governs school pupil transportation, established to provide for safety and security, is an important reason why more coordination has not occurred.

In Colorado, an important distinction exists between operating regular services under a contract and using contract services for overloads or a portion of the student trips. Under an exclusive contract, providers of regular school pupil transportation must meet the State standards for school buses. Grand Valley Transit took on a contract to operate five routes for the school district, using transit buses. However, once the state inspected the vehicles and found that they did not to meet the standards, the state turned the contract back over to the district.

If, however, public-transit is used for overloads, then the operating authority of the public agency applies. The RTD and Denver Public Schools program, whereby many DPS students ride RTD services to and from school, is an example of coordinating with a public system. DPS pays RTD for bus passes and the State reimburses DPS for a portion of the cost of this transportation. The general public also rides these same vehicles.

Where schools do not provide transportation services, parents can choose to use public-transit services if available. Student transportation is a growing portion of the riders on many small town transit services, partly because some districts have increased the distance from which they will transport students.

Because the vehicle requirements are the same, coordinating transportation between school districts and Head Start programs is a logical one. A difficulty is that both generally need the vehicles at the same time, so savings are minimal in terms of fleet size and driver staff size.

In 2003 the National Highway Traffic Safety Administration adopted Federal Motor Vehicle Safety Standards defining a Multifunction School Activity Bus. These buses meet all safety standards except the traffic control features (flashing lights and stop arms) and can be used for picking up and dropping off children where traffic does not need to be stopped (at home, at a child care center, for extracurricular activities, etc.) and by community-transportation systems providing a wide range of transportation services that might include Head Start Transportation or transporting senior citizens to social service facilities.

Head Start and Migrant Head Start

The Head Start and Migrant Head Start programs are federal, with a federal-to-local structure. Each program operates individually.

There are 51 local Head Start programs in Colorado. Each of these programs operates transportation services that take students to and from school, medical or dental programs,

and activities. Many of their transportation services also include parents as they strive to strengthen the overall family unit.

Head Start has extensive transportation regulations based on the federal regulations for the transportation of school pupils. The vehicles used by Head Start programs are yellow school buses, although often they are smaller vehicles than used by local school districts, as their capacity requirements are lower.

The Office of the Lieutenant Governor includes a State Head Start Collaboration Office. This office receives Head Start-State Collaboration funds to facilitate a more coordinated approach to planning and service delivery in the following priority areas: (1) health care; (2) child care; (3) welfare systems; (4) education opportunities in early childhood programs; (5) AmeriCorps, the national service program; (6) family literacy; (7) children with disabilities; and (8) services to homeless families. The areas do not identify transportation as a priority area.

The Migrant Head Start program also has a federal to local government structure. Weld County administers the Migrant Head Start programs in Weld County and Mesa County. Migrant Head Start programs also operate in the San Luis Valley, but not through Weld County administration.

Employment, Training, and Welfare Programs

The Workforce Investment Act, Temporary Assistance to Needy Families (TANF), and Vocational Rehabilitation programs are grouped together because they share key characteristics:

- The primary goal is to provide the tools, training or education so that an individual can find employment.
- The focus is on the individual.
- Most of these programs mandate that community colleges and vocational training programs work together.

Workforce Investment Act Programs

The Workforce Investment Act and related legislation, funds programs to assist unemployed workers find work, getting retrained if necessary. There are specific programs geared towards adult and dislocated workers, youth, and Veterans. These programs are geared to individual client needs.

Various programs fund the “core services” provided to the unemployed workers, including the Workforce Investment Act, Wagner-Peyser Act (previously known as the Job Service program), and Trade Adjustment Assistance. Core services include eligibility determination, outreach, intake, initial assessment of skill levels, and job search and placement assistance.

Although it is a fairly small portion of the overall program, through “Supportive Services” transportation can be funded. Most common are paying for bus fares, gas vouchers, or car repairs. The decision to use funds for such services is a local one.

Counties have primary responsibility for these programs. Counties also have the option of providing services on a regional basis or having the State provide the services. These programs operate through nine federally recognized Workforce Investment Areas. In general, the urban counties (Denver-Boulder metropolitan area counties, Larimer, Weld, El Paso, and Mesa) administer these services locally, with some counties joining together to provide these services. A Rural Consortium Workforce Investment Area combines the rural counties. The State Department of Labor and Employment administers the Rural Consortium, dividing the counties into logical regions.

One of the unique features of these programs is that the Workforce Investment Act identifies “required partners” and “recommended partners”. In addition, these programs provide funds to States that meet performance objectives – but key partners all need to meet their objectives in order to apply for these performance assistance grants. The key partners are the WorkForce Centers, community colleges, and adult education programs. As a result,

these programs support each other, have regular communication, and coordinate activities where appropriate. The Boards of each Workforce Investment Area reflect these partnerships.

Workforce Incentive Grants are available and one of the purposes is to encourage collaboration with transportation providers. A target for these grants is people with disabilities who are eligible for employment and training services under the Workforce Incentive Act. For example, this might include service to access the one-stop WorkForce Centers.

Personal Responsibility and Work Opportunity Reconciliation Act of 1996

This legislation overhauled the nation's welfare program, orienting it to providing the training and education so individuals could become employed. The State Department of Human Services allocates these funds to Colorado counties. Two programs have importance to transportation coordination efforts.

Temporary Assistance to Needy Families (TANF)

This program provides assistance to families (where there is at least one child) and promotes a work first ethic. It can also assist them to get the training or education they need to obtain a job. This program can be used for general trips, and purchase of bus passes or fares is a common use. It can also be used for the matching portion of Job Access Reverse Commute (JARC) grants available through the Federal Transit Administration. Although TANF can be used for the full 50% matching requirement, typically in Colorado the matching funds come from a diversity of fund sources.

Welfare-to-Work

This program targeted long-term welfare recipients or low-income individuals. While one may still see references to this program, it is no longer being funded.

Vocational Rehabilitation Programs

The Vocational Rehabilitation program provides closely related services, also focused on training and employment. Colorado operates this program through the Department of Human Services, Division of Vocational Rehabilitation. There are 16 local field offices, many of which are co-located with the Workforce Centers.

The program provides planning and support services to enable eligible individuals to obtain new employment. The program only serves people with significant disabilities, and services are very individualized. Eligible transportation expenses range from bus tokens to vehicle modifications. The purpose of transportation expenditures is to enable people to access employment placements or vocational rehabilitation services.

The Rehabilitation Act funds the program at the federal level. The Department of Education administers the program through the Office of Special Education and Rehabilitative Services. Funds are allocated based on factors such as historical use, growth, and economic changes. Colorado receives approximately \$34 million. The State provides 20 percent matching funds, but has had difficulty in doing so in the past few years. Colorado has lost \$8 million in funding due to inability to match funds. The School-to-Work Alliance Program requires a 50 percent match, and local dollars are used for this.

Grant Programs through the Colorado Department of Local Affairs

These grant programs are not primarily oriented to the provision of transit or human-service transportation, but several entities in Colorado use these funds to support transit services. Because their focus is broad, communities use these funds for a wide range of capital and service projects.

Community Development Block Grant

The Community Development Block Grant (CDBG) program provides grants and loans for housing, public facilities, and business assistance projects that primarily benefit low/moderate income persons or eliminate slums or blight. CDBG funds are divided approximately into thirds for housing, economic development, and public facilities projects.

A recent focus of the program in Colorado has been on the development of childcare centers in areas with less than 50,000 in population. This effort supports welfare reform initiatives.

Colorado's Department of Local Affairs has an annual grant process for these funds. Eligible recipients are all municipalities and counties except those larger jurisdictions (50,000 and more in population) that receive CDBG funding on an "entitlement" basis directly from the U.S. Department of Housing and Urban Development.

Community Services Block Grant

The purpose of the Community Services Block Grant (CSBG) is to provide services and activities that have a positive impact on poverty in communities by addressing: a) employment; b) education; c) better use of available income; d) self-sufficiency; e) housing; f) nutrition; and g) emergency services and/or activities to meet the needs of low-income families and individuals. Adams County and Seniors' Resource Center are two entities that have used CSBG funds for transportation services.

These block grant funds are allocated to local Boards of County Commissions and they apply for the funds on an annual basis. All counties are eligible to apply for funding. 90 percent of funds are distributed on a formula basis, five percent are used for administration and five percent are discretionary.

Energy and Mineral Impact Assistance Fund

The Energy and Mineral Impact Assistance program is a Colorado program that assists communities affected by the growth and decline of energy and mineral industries in the state. Funds come from the state severance tax on energy and mineral production and from a portion of the state's share of royalties paid to the federal government for mining and drilling of minerals and mineral fuels on federally owned land. The program was created by

the legislature in 1977. 15 percent of the severance fees on energy and mining activities are returned to the counties impacted by these activities.

Eligible entities to receive grants and loans are municipalities, counties, school districts, special districts, and other political subdivisions and state agencies in areas impacted by energy and mineral industries. Projects that have been funded include water and sewer improvements, road improvements and transit, construction or improvements to recreation centers, senior centers and other public facilities, fire protection buildings and equipment, and local government planning.

II. Transportation Services

The human-service organizations and public-transit operators described in this section are divided according to the following regions:

- Denver-Boulder Metropolitan Area
- Pikes Peak Region
- Northwest Colorado
- North Front Range
- Northeast Colorado
- Southeast Colorado
- Southwest Colorado
- Western and Mountain Region

A map of these regions can be found on the following page. Information included for each region includes:

- General description
- Map illustrating what services are available and the boundaries for counties, school districts, and primary human-service programs
- A listing of programs operating:
 - Public-transit services
 - Aging services
 - Community Centered Boards
 - Education and employment services

As appropriate, Veteran's services and Medicaid are addressed. Because the Medicaid program is in flux, it is unknown how many of the counties plan to address this issue.

This report looks at both the human-service transportation network and the public-transit network. A valuable resource for additional information on transportation providers is the current Transit Element of the recently adopted Regional Transportation Plan for each region. The Literature Review in part III of this report provides information on these reports.

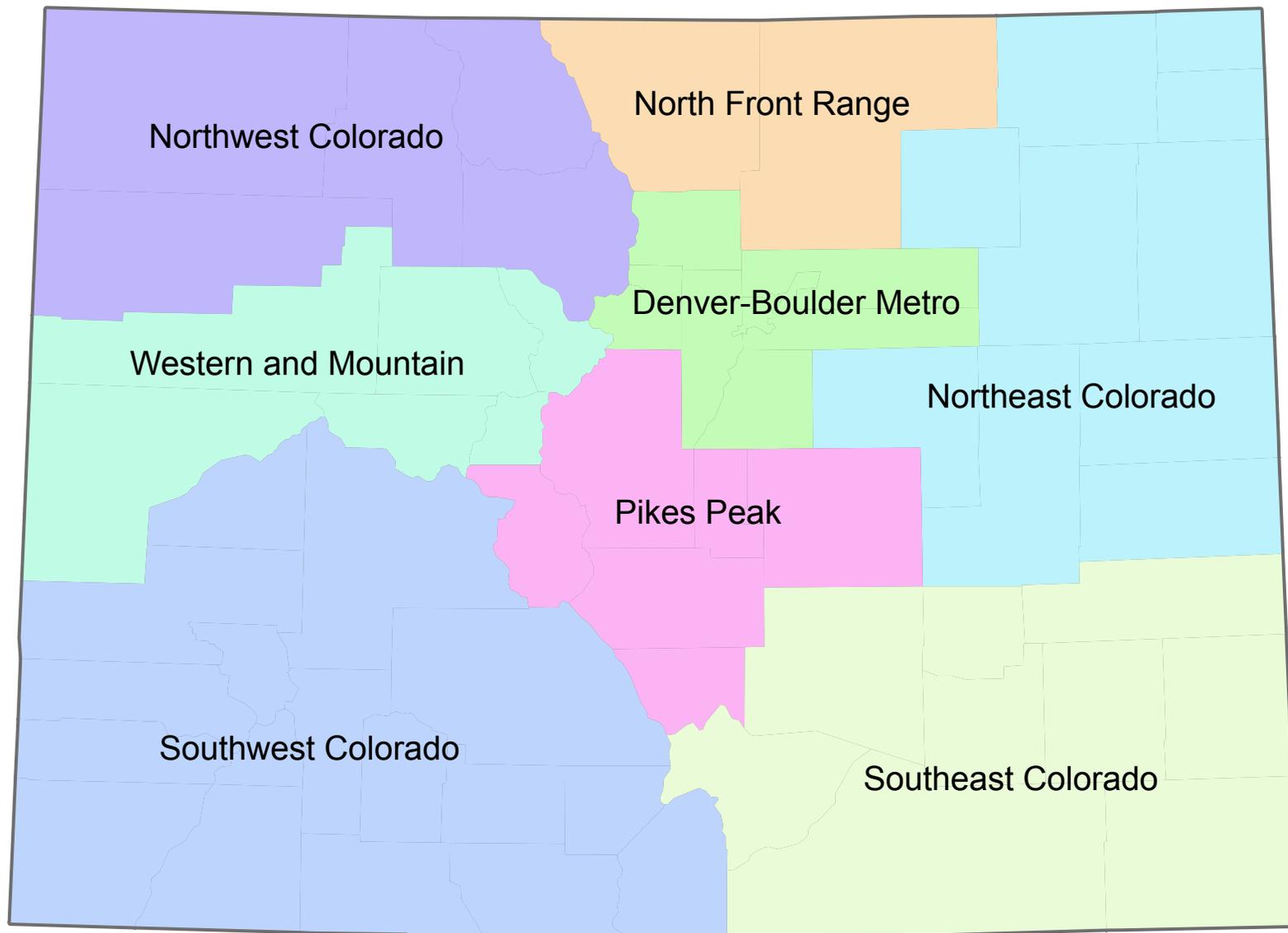


Figure 1 Geographic Regions

Denver-Boulder Metropolitan Area

The Denver-Boulder metropolitan area, spreading from the mountains to the plains, is home to 2.6 million people. There are nine counties in the region, each with a different character.

- Adams, Arapahoe, and Douglas are rapidly growing.
- Boulder, Clear Creek, Douglas, Gilpin, and Jefferson have considerable rural mountainous lands.
- Denver is mostly urban and has low rates of growth, while most other counties have a mix of urban and rural land. The eastern portions of Adams and Arapahoe are largely rural, and poised for significant growth.
- There are nine counties and over 40 cities and towns in the region.

This description of services in the region presents summary information on how the various public-transit and human-service transportation providers provide service in the region. The map on the following page illustrates the boundaries for the various human-service programs in the metropolitan area. The basic programs are described in the following sections.

Transit services are illustrated on a separate map, provided courtesy of the Denver Regional Council of Governments (DRCOG). The recently prepared Transit Element of the DRCOG Regional Transportation Plan provides an excellent description of the transportation services and needs. The map of transit service availability comes from the Transit Element. This section draws heavily on the Transit Element and refers the reader to the DRCOG document for more detail.

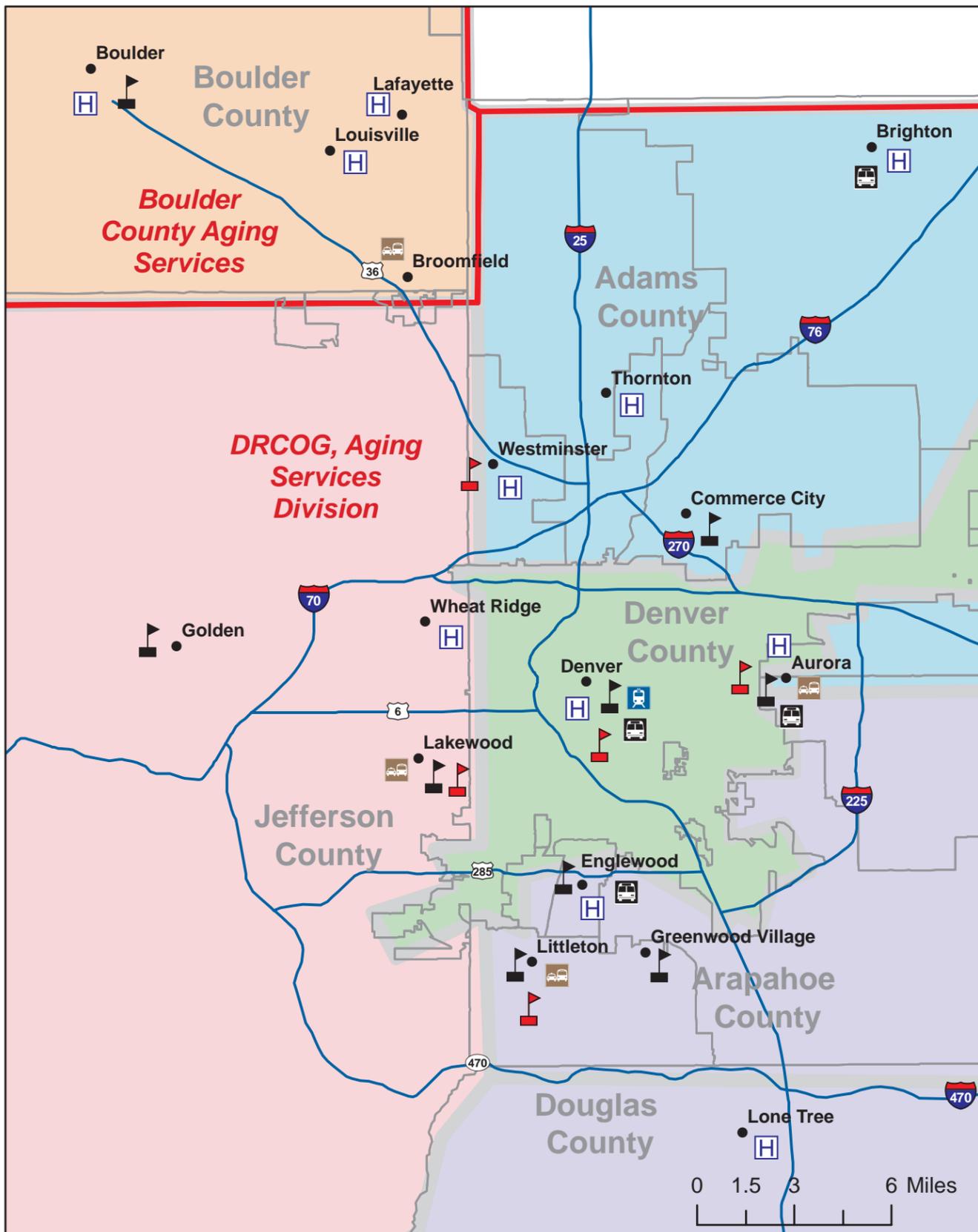
Public-Transit

A Resource Guide to Transit Services for Older Adults is included at the end of the section. It lists the primary transportation providers for fixed-route and specialized services in the Denver-Boulder metropolitan area.

General Public-Transit

The Regional Transportation District (RTD) is the primary provider of public-transit in the region, covering all of Denver, Boulder, Broomfield, and Jefferson Counties; the western urban areas of Adams and Arapahoe Counties; and the northern portion of Douglas County. RTD provides 78 million trips annually, or 97 percent of all general public trips.

The RTD transit network is a solid one, particularly in the older urbanized areas, effectively serving trips bound for downtown Denver, its historical core of service. Because the transit network is solid, many human-service agencies are able to rely upon transit services to meet the travel needs of their clients.



Legend

- Hospitals
- Senior Center Transportation Service
- Greyhound/TNM&O Stations
- Amtrak Stations
- Community Colleges
- Headstart Locations
- School Districts
- Area Agencies on Aging

Community Centered Boards

- Devl. Pathways, Inc.
- Denver Options, Inc.
- Imagine!
- Dev. Disabilities Resource Center, Inc.
- North Metro Community Services, Inc.

County Boundaries

- County Boundaries
- Communities
- Freeway System

Icons represent service availability within each city; they are not exact locations.
GIS data source: ESRI, U.S. Census

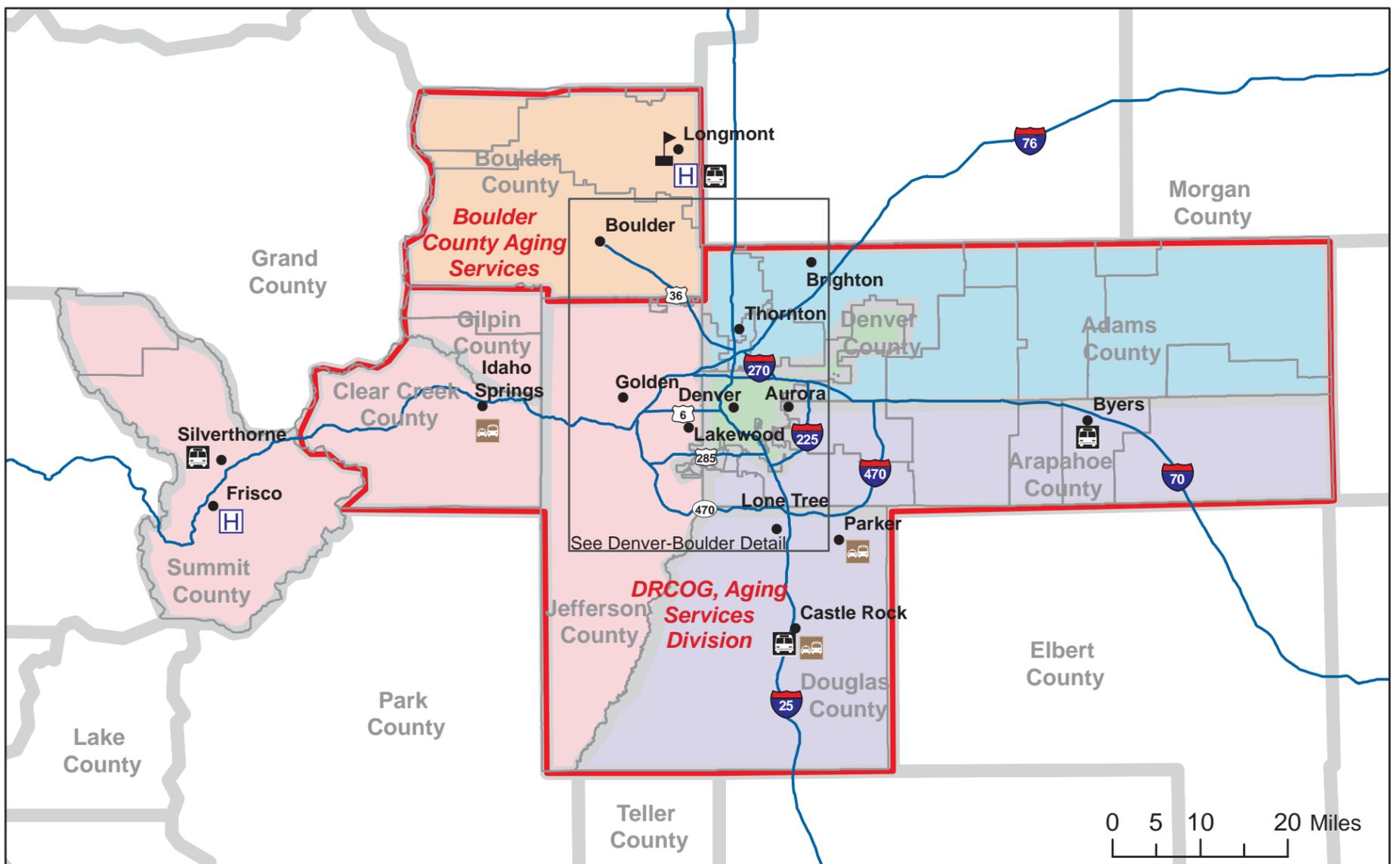
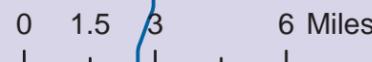


Figure 2 Denver-Boulder Metro Region

Suburb-to-suburb trips are more problematic, as is mid-day service for people who do not travel to the downtown area. Many of the outlying portions of RTD's service area only have peak hour bus service oriented to commuters. This results in significant areas not having paratransit (access-a-Ride) service during most of the day, as the Americans with Disabilities Act (ADA) does not require complementary paratransit when transit service is available only on a commuter basis. As more medical facilities relocate to the suburbs, transit access to these facilities is often more difficult than when they were in the downtown area.

Specialized Transportation

In 1999, as part of the transit planning process, the region established brokerages for each county. A list of the county brokers follows.

| County | Broker |
|-------------|--|
| Adams | Adams County Department of Community Development |
| Arapahoe | No designation |
| Boulder | Special Transit |
| Broomfield | City and County of Broomfield |
| Clear Creek | Seniors' Resource Center |
| Denver | City and County of Denver Department of Human Services |
| Douglas | Douglas County |
| Gilpin | No designation |
| Jefferson | Seniors' Resource Center |

These brokers serve as a central clearinghouse to arrange transportation for trips originating in the county and to serve as the applicant and recipient for grant funds. In Adams, Boulder, and Jefferson Counties, the brokerage system is working well, with the designated agencies embracing the responsibilities of brokering services. In these counties, Seniors' Resource Center and Special Transit provide services (via contracts in Adams County), and local funding matches federal grants to provide trips for a wide range of individuals and purposes. The map on the following page illustrates where there are active providers in the region.

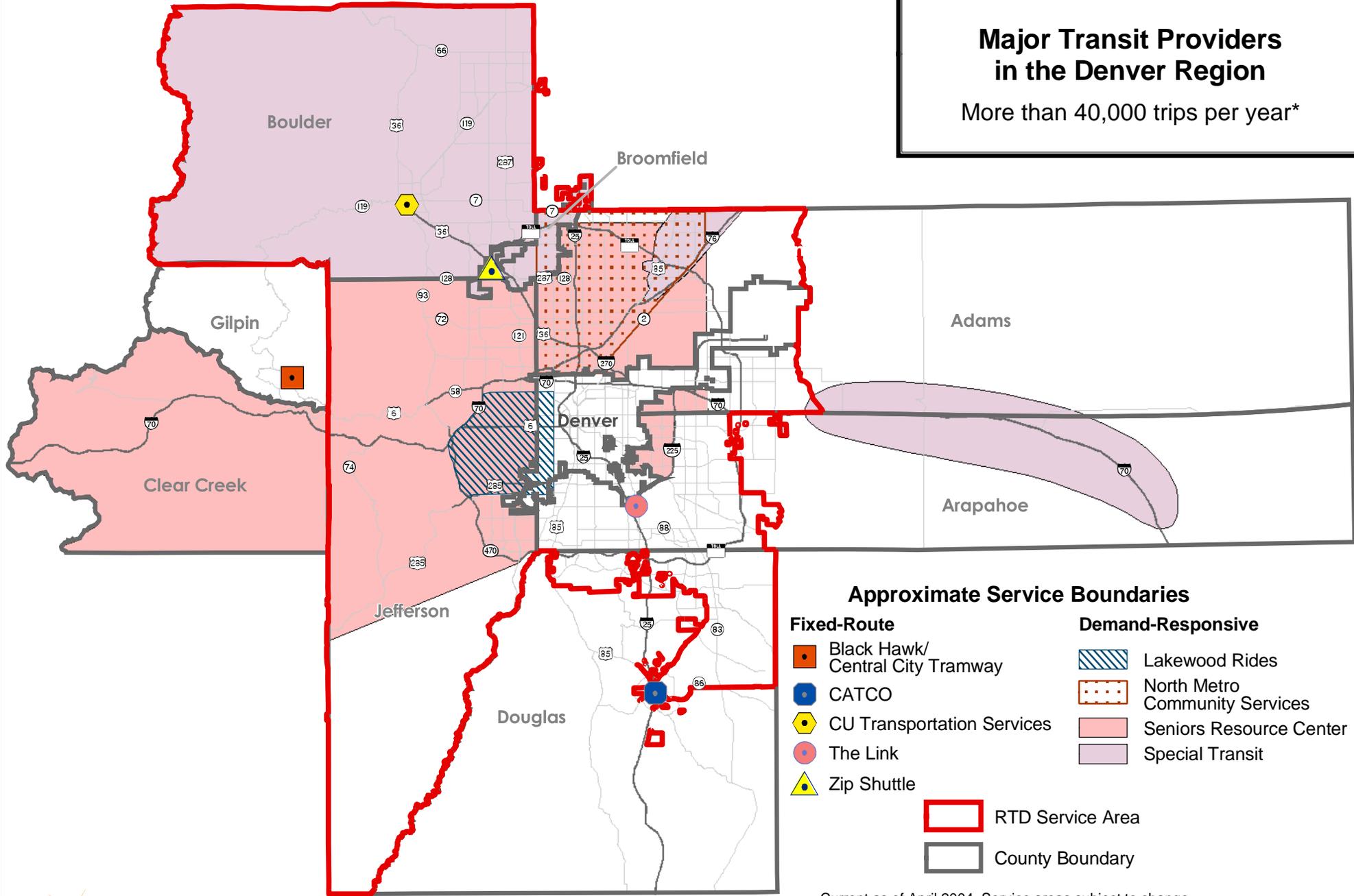
The broker arrangements are relatively new and still evolving. In the 1980s and into the late 1990s, most of the counties had a lead provider. However, two providers, and recently, one transportation broker have ceased operations. In July of 2005, Seniors' Resource Center received contracts for operating services funded through Title III of the Older American Act, for Arapahoe and Denver counties. They will be key players in determining how service provision evolves in these two counties. Important factors in this evolution are:

- Initiation of paratransit service.
- The shift in trips to RTD's access-a-Ride service.
- The changes in Medicaid Funded trips, and reductions in the level of Medicaid Funding for transportation.

2030 Transit Element

Major Transit Providers in the Denver Region

More than 40,000 trips per year*



Approximate Service Boundaries

Fixed-Route

- Black Hawk/Central City Tramway
- CATCO
- CU Transportation Services
- The Link
- Zip Shuttle

Demand-Responsive

- Lakewood Rides
- North Metro Community Services
- Seniors Resource Center
- Special Transit

RTD Service Area

County Boundary

Current as of April 2004. Service areas subject to change.
This map represents generalized areas of residential pick-up.
Eligibility and destinations may be limited.

* Does not include client-only services

In the remaining counties, there is either no active brokerage function at present or there is a lack of providers or funding. Clear Creek County has recently contracted with Seniors' Resource Center for service, Denver and Arapahoe counties have contracted with Seniors' Resource Center for some service, and Douglas County is actively exploring options.

It is worth noting that two key elements of success for these brokerages are local funding support and coordination of services at a county level. Where cities cross over county lines, there are more challenges. Aurora is a good example. Aurora funds a senior transportation service that works closely with the city's Senior Centers, transporting seniors to nutrition sites, medical appointments, adult day care, and on outings. Aurora also straddles Adams and Arapahoe Counties, so responsibilities for many services are split between the two counties. The Aurora senior transportation service provides an important community connection and sense of identity for Aurora residents. At the same time it does not fit neatly into the county-based brokerage concept. Aurora provides significant local funds and gains the benefits of this service. At the same time, these funds are not being leveraged through a brokerage with those dollars that are available on a county level. Aurora needs to balance between the need for community-based services and the benefits and challenges of working through two or more county brokerages.

There are now two other parallel systems in place for specialized transportation services: RTD's access-a-Ride paratransit service and LogistiCare Medicaid transportation brokerage. Both of these systems were established to provide the maximum amount of control for the agency paying for the trips. However, the question remains whether having separate systems is an effective use of scarce resources.

RTD is a major provider of specialized transportation through its ADA paratransit service, known as access-a-Ride. The access-a-Ride service provides almost 400,000 trips annually, or 30 percent of the specialized trips provided in the region. Riders must register and call a dispatch center for a trip that will be scheduled through one of its contract providers. These providers are generally private for profit companies, but Special Transit provides service throughout the region. The RTD call center schedules all trips.

The Medicaid brokerage also requires registration, and a dispatch center schedules eligible trips. LogistiCare operates the center as a standard brokerage. The broker determines eligibility and schedules the trip with a provider, using access-a-Ride or one of the many providers in the region. LogistiCare actively works to encourage eligible individuals to register for access-a-Ride services.

Other providers, including nonprofit, for profit, and public entities, provide 900,000 trips, or 70 percent of the annual specialized trips in the region. Two major providers are Seniors' Resource Center and Special Transit, each providing approximately 100,000 trips annually. Most services use paid drivers, but some use volunteers. Red Cross is an active organization run by volunteers. Seniors' Resource Center is also piloting a model program for volunteer drivers. The Community Centered Boards are also major providers.



A Resource Guide to Transit Services for Older Adults Living in the Metropolitan Denver Area

Printed courtesy of the Getting There Collaborative, a transportation initiative of HealthONE Alliance and Rose Community Foundation.
Updated May 2005

Fixed Route Runs on regular schedule and route. Most frequent and least expensive service. Available to all riders.

| Transit Provider | From/To | Service Available For | Cost | Wheelchair Accessible | Hours of Service | More Information |
|--|--|-----------------------|--|------------------------------------|--|---|
| Art Shuttle | Englewood | General Public | Free | Yes | M-F 6:30am - 6:30pm | 303-762-2300 www.englewoodgov.org |
| Clean Air Transit Company (5CATCO) | Castle Rock | General Public | Free | Yes | M-Sat 7:40am - 5:45pm | 303-814-6407 www.crgov.com |
| Front Range Express (FREX) | Fountain, Colorado Springs, Monument, Castle Rock, Denver Tech Center, Downtown Denver | General Public | \$2-\$6 one-way. Senior and disabled fare from 10 am - 3 pm; 50% of posted fare. | Yes, Must call 48 hours in advance | M-F 4:45am - 8:45pm | 1-877-425-3739 www.FrontRangeExpress.com |
| HOP | Boulder | General Public | \$1.25 \$.60 for seniors | Yes | M-Sun 7am - 10pm Late night weekend service | 303-447-8282 www.rtd-denver.com |
| Regional Transportation District (RTD) | Denver Metro Area | General Public | Varies | Yes | 23 hours/day, 7 days/week | 303-299-6000 www.rtd-denver.com |
| Shopping Cart - Littleton | Littleton | 50+, Disabled | Donation | No | M-Sat 10am - 2pm, 3pm - 5pm | 303-795-3700 www.littletongov.org Must reside in the City of Littleton. |
| The Link | Denver Tech Center/ Greenwood Village | General Public | Free | Yes | M-F 6am - 6:30pm | 303-744-6806 www.thelinkbus.com |

Demand Response Must schedule ride. Rider must often be pre-certified (for ADA certifications contact RTD). Restrictions may apply. Fares often subsidized.

| Transit Provider | From/To | Service Available For | Cost | Wheelchair Accessible | Hours of Service | Advance Time to Schedule Rides | More Information |
|--------------------------|--|---------------------------|--|-----------------------|--|--|--|
| Broomfield Easy Ride | Broomfield | 60+, Disabled | Varies, \$1-5 round-trip | Yes | M-F 8am - 1:30pm | 1 day in Broomfield, 2 days outside of Broomfield. | 303-464-5226 www.ci.broomfield.co.us |
| Lakewood Rides | Lakewood | 50+, Disabled | Varies | Yes | M-F 7am - 4pm | 2-3 days, 3 weeks for medical appointments. | 303-987-4826 Lakewood residents only. |
| LogistiCare | Arapahoe, Denver, and Douglas Counties | 60+ | Donation | Yes | Daily, all hours (24/7) | 72-48 hour advance reservation; exceptions may be made for urgent trips. | Scheduling – 1-800-284-5150 Trips for mealsite, grocery, medical, dental, or eye appointments. 10 mile radius. Scheduling – 1-800-284-5150 Trips are to nearest provider. |
| | All Metro Area Counties | Medicaid eligible | Free | Yes | Daily, all hours (24/7) | | |
| Omnibus/Littleton | Littleton | 55+, Disabled | Donation | Yes | M-F 8am - 4pm | 2 days | 303-795-3700 www.littletongov.org Must reside in the City of Littleton. |
| RTD access-a-Cab | Metro Area | ADA certified only | Customer pays \$2 up front, RTD pays next \$7. | Yellow Cab only | 24/7 | Same day | Scheduling – 303-244-1388 www.rtd-denver.com Customer pays fare over \$9. |
| RTD access-a-Ride | Metro Area | ADA certified only | 2 x RTD's fixed-route fare. | Yes | Corresponds to fixed-route hours | 1 - 3 days | Scheduling – 303-299-6560 www.rtd-denver.com Must be ADA certified. |
| RTD call-n-Ride | 11 Metro Area Locations | General Public | \$1.25; \$.60 for seniors | Yes | Varies | Minimum of 1 hour in advance | 303-299-6000 www.rtd-denver.com |
| Seniors' Resource Center | Jefferson/Clear Creek Counties to Metro Area | 60+, Disabled | Donations and fees | Yes | M-F 9am - 6pm; some Saturday service | 2 days – exceptions made if space available | Scheduling – 303-235-6972 www.srcaging.com Weekend service for dialysis appointments only. |
| | Adams County: A-LIFT Serves the Metro Area | | Donations | | M-F 6am - 6pm; some Saturday service | | |
| Special Transit | Boulder County, Rural Adams County, Estes Valley | 60+, Disabled, Low Income | \$2 one-way local; \$4 one-way inter-city. | Yes | M-F 7:30am - 5:00pm Limited weekend service | 1-7 days | Boulder & Adams County – 303-447-9636 Estes Park - 970-586-8767 www.specialtransit.org |

Medical Service Providers Transportation generally provided to individual medical and other essential appointments only. Hours and location of service limited.

| Transit Provider | From/To | Service Available For | Cost | Wheelchair Accessible | Hours of Service | Advance Time to Schedule Rides | More Information |
|-------------------------|--|-----------------------|------------------|-----------------------|------------------|--------------------------------|-----------------------------|
| American Cancer Society | Metro Area | Cancer treatment | No | No | M-F 8am - 4pm | 7 days | 303-758-2030 www.cancer.org |
| American Red Cross | Adams, Arapahoe, Denver, Douglas, Jefferson Counties | Medical trips | Varies by county | Yes, Wednesday only | M-F 9am - 3pm | 3 business days | 303-722-7474 Must register. |

Other Providers Transportation provided to support individual agency program. Hours and location of service limited.

| Transit Provider | From/To | Service Available For | Cost | Wheelchair Accessible | Hours of Service | Advance Time to Schedule Rides | More Information |
|---|---|-----------------------|---|-----------------------|------------------------|---|--|
| Seniors! Inc. | Metro Area | 60+ | Donation | No | M-F 8am - 5pm | ASAP | 303-300-6908 www.seniorsinc.org Income restricted. |
| Aurora Senior Center | Within Aurora | 50+ | Sliding Scale | Yes | M-F 8am - 3:30pm | 1 day | 303-739-7940 www.auroragov.org/leisure Center membership required. |
| Castle Rock Senior Center | Castle Rock, Central Douglas County | 50+, Disabled | Donation | Yes | M-F 9am - 3pm | 1 day | 303-688-9498 www.castlerockseniorcenter.org Serves members and non-members. |
| Community Ride | Chaffee Park, Elyria, Globeville, Swansea | General Public | \$1.00 round-trip | Yes | Mon. & Weds. mornings. | Home pick-up available for ages 65+ and the disabled. Must schedule 1 day in advance. | 303-380-0060 www.rtd-denver.com |
| Douglas County Senior Services/Neighbor Network | Metro Area | General Public | Donation | No | Varies | 7 days | 303-660-7519 Douglas County Residents only, must pay annual membership fee of \$35. |
| RTD - Saturday Shopper | Metro Area | General Public | 65+ \$1.25 round trip; under 65 \$2.50. | Yes | Saturdays | Monday prior to Saturday shopping day. | 303-299-6503 www.rtd-denver.com Picks up at senior housing complexes and senior community centers. |
| RTD - Senior Ride | Entertainment Events in the Metro Area | Primarily for seniors | RTD local and regional fares apply; 65+ half price. | Yes | Varies | Call RTD for details. | 303-299-6503 www.rtd-denver.com RTD publishes a quarterly calendar of events, must register with groups of 10 or more. |

For-Hire For-Hire transit services provided by passenger carriers. Fares and service schedules on file and subject to Public Utility Commission approval. Transportation open to the general public.

| Transit Provider | From/To | Service Available For | Cost | Wheelchair Accessible | Hours of Service | Advance Time to Schedule Rides | More Information |
|----------------------------------|---------------|-----------------------|---|-----------------------|---------------------------------|--------------------------------|---|
| Dialed-In Sedan | Metro Area | General Public | Minimum of \$12.20 | Yes | 7 days/week 6am - 9pm | Varies | 303-745-2114 |
| Midtown Express | Metro Area | General Public | Varies | Yes | M-Sat 5am - 6pm | On-Call, prefer 2 days | 303-282-8085 midtownexpress@aol.com |
| Mobil Access | Metro Area | 55+, Disabled | \$25-\$60 | Yes | M-F 5am - 5pm; limited weekends | On-Call | 303-274-9895 Also take standing appointments. |
| Mobility Transportation Services | Statewide | General Public | By mile | Yes | 24/7 | On-Call | 202-295-3900 |
| New Day Transportation Program | Metro Area | General Public | \$.31 per mile, plus \$15 per hour (2 hour minimum) | Yes | M-F 8am - 7pm; limited weekends | 2 days | 303-841-1399 www.newdayservices.com Subsidies available. |
| Taxicabs | | | | | | | |
| Freedom Cab | Metro Area | General Public | Meter | No | 24/7 | On-Call | 303-444-4444 www.denverbytaxi.com |
| Metro Taxi | Metro Area | General Public | Meter | No | 24/7 | On-Call | 303-333-3333 www.denverbytaxi.com |
| Town & Country Taxi | Longmont Area | General Public | Meter | No | 24/7 | On-Call | 303-776-0496 |
| Yellow Cab | Metro Area | General Public | Meter | Yes | 24/7 | On-Call | 303-777-7777 www.denverbytaxi.com Call one hour in advance for wheelchair accessible vehicle. |
| Zone Cab | Metro Area | General Public | Meter | No | 24/7 | On-Call | 303-444-8888 |

To determine your eligibility for services provided under the Americans with Disabilities Act, contact RTD. The certification process includes an evaluation interview and may require a physician's verification. There is no application fee. ADA Eligibility: call RTD at 303-299-2960 to schedule a certification appointment.

Aging Services

There are two Area Agencies on Aging (AAA) in the metropolitan area: Boulder County Aging Services and the DRCOG Aging Services Division. In each case, the programs focus on the whole range of services provided under Title III of the Older Americans Act. They also receive State Funding for Senior Services (provided under the Older Coloradans Act) and disperse this funding in line with the AAA's priorities.

Transportation, while important, is not a major focus of these AAA's. Nutrition remains the strongest program component in terms of services provided and overall funding. The transportation dollars are not adequate to meet the demand for eligible trips. In Boulder, funds are blended to provide the most services to older adults. In the Denver region, there are restrictions on trip purposes to assure that they can deliver the most needed services.

Boulder County Aging Services

Boulder County Aging Services operates under the Boulder County Community Services Division. Other programs operated by Community Services include Workforce Boulder County, Head Start, Veterans Services, and the Housing Authority, setting the stage for a wide range of coordination of social service functions.

The vision of Boulder County Aging Services is "to promote the health and well-being of older adults by building on individual, family, and community strengths." One of the community strengths the agency draws upon is Special Transit, the county broker and provider of specialized transportation. The connection is clear on the Aging Services website and in their four-year plan. Special Transit provides transportation to meal-sites, for medical, and other trips.

A 22-member council advises Boulder County Aging Services. In addition, local senior advisory councils in communities throughout the county provide a linkage to the needs in their community and a focus for local support. The local cities and towns actively support programs for older adults through local senior centers and direct funding of programs.

Denver Regional Council of Governments Aging Services Division

The DRCOG Aging Services division is responsible for Older Americans Act programs in an eight-county area: Adams, Arapahoe, Broomfield, Clear Creek, Denver, Douglas, Gilpin, and Jefferson Counties. There is a regional advisory council and a county-level aging council in each of the eight counties. Two basic programs exist within the Aging Services Division: the Community Services program and the Ombudsman program. The Community Services program is responsible for programs meeting the needs of older adults throughout the local communities. The Ombudsman program advocates for residents of nursing homes.

The DRCOG Community Services program funds transportation through the county brokerages. At present, LogistiCare provides Title III transportation services for Douglas County while the county determines how best to meet their transportation needs for older adults. In Douglas County, a volunteer driver program, the Neighbor-to-Neighbor Network,

is a key service provider for older adults and individuals with disabilities. Seniors' Resource Center now provides the Title III services in Denver and Arapahoe counties and will establish advisory councils or task groups in these counties to plan for the future.

Within the DRCOG region, the needs vary significantly. This reflects the diversity of the region, including the demographic patterns, the geography, and the availability of support services through local communities. Region wide, the need for home-delivered meals has always exceeded the available resources.³ DRCOG has restricted trip purposes to mealsite, grocery, and medical/dental/eye appointments because of limited resources. However, DRCOG recognizes the true cost of trips and payment reflects the actual cost of transporting an individual.

In the past year, an auditor found that the ombudsman program was not adequately staffed, and this has resulted in the agency hiring 10 individuals for this program, and cutting all other programs by 30 percent. This will have a significant impact on transportation, nutrition, and all other programs despite the fact that funding at the federal level has remained stable.

Community Centered Boards

The Community Centered Boards are largely oriented along county lines. Developmental Pathways provides services to Arapahoe and Douglas Counties. The Developmental Disabilities Resource Center (DDRC) serves the tri-county area of Jefferson, Clear Creek, and

| Community Centered Boards Serving Metropolitan Denver-Boulder Area | | | |
|---|--|-------------------------|-------------------------|
| Board | Counties Served | Supplemental Tax | Transit Partners |
| Denver Options | Denver | No | RTD |
| Developmental Disabilities Resource Center | Jefferson, Gilpin, Clear Creek, Summit | Yes | RTD, SRC |
| Developmental Pathways | Arapahoe, Douglas | Douglas only | RTD |
| Imagine! | Boulder, Broomfield | Yes | RTD, ST |
| North Metro Community Services | Adams | No | RTD |

Gilpin Counties along with Summit County. Imagine! serves Boulder and Broomfield Counties. Transportation is an auxiliary service for the CCBs—but a major one.

These community centered boards work to help their clients use the available public transportation services and also provide significant client-only services. DDRC provides an excellent example of partnering with the county backer, Seniors' Resource Center (SRC). The DDRC determines which services can be effectively provided by SRC and which DDRC should provide.

DDRC and SRC coordinate on many levels, from sharing some maintenance facilities to driver training activities. This is a partnership that has evolved over many years and enables

³ A substantial volunteer program is responsible for delivering meals in the region. The Red Cross has approximately 150 volunteers delivering meals in their own vehicles on regular routes, with many of them workers who do this over their lunch hour.

both entities to better meet their missions while respecting the unique needs of each agency.

The community centered boards in the metropolitan area all face lack of financial resources, low reimbursement rates, and waiting lists for services. Several have obtained local mill levies in order to provide their services to more consumers. The community centered boards face significant issues with the aging of the Baby Boom generation. Waiting lists are expected to grow, as parents in this generation are no longer able to care for their adult children with disabilities.

In the last 10 years, a significant shift in how to provide services developed, with a new emphasis on independent living and community integration. With the increased availability of paratransit services, community centered boards can provide more independence and integration for clients who are able to use paratransit services. In the metropolitan area, the RTD access-a-Ride program serves many individuals who previously relied on program services.

Medical Transportation Services

A brokerage provides Medicaid transportation for seven metropolitan area counties: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, and Jefferson. LogistiCare is the private firm running the brokerage for non-emergency medical transportation.⁴ As a broker they are responsible for finding the lowest cost provider, determining eligibility, assuring that providers meet standards (such as having appropriate training, doing background checks on drivers, having fire extinguishers on vehicles, etc.), and doing fraud prevention activities. LogistiCare contracts with a range of public, private nonprofit and private for profit entities to provide transportation services and also reimburses mileage.

LogistiCare works actively to get people registered for access-a-Ride services and to use that service. RTD does not at present claim Medicaid reimbursement, in large part because the paperwork and approval requirements are so complex. The use of access-a-Ride saves the State system considerable money, transferring the expense to the local level.

LogistiCare receives bills from providers, and they pass this cost through to the State, along with an administrative fee per trip.

Reports from other providers in the region reflect an improved level of customer service for those individuals who are eligible for service, but a clear reduction in the number of clients who are eligible.

Medical transportation is the most common trip purpose of the three primary providers in the region: RTD's access-a-Ride, Seniors' Resource Center, and Special Transit. The

⁴ The State anticipates a Request for Proposal process for the brokerage in spring of 2005. At this time the number of counties choosing to join the brokerage may increase. LogistiCare also coordinates regional trips and serves as the provider of Title III transportation for Arapahoe, Douglas, and Denver counties.

DRCOG Transit Element reports that 28 percent of these providers’ trips – about 165,000 annual trips – were for medical appointments.

There are three other medical transportation providers in the region. The Red Cross and American Cancer Society rely upon volunteer drivers; the Veteran’s Administration primarily uses volunteer drivers, but limited service is provided using paid drivers.

The Red Cross is the largest operation, with a fleet of 19 vehicles and 80 regular volunteer drivers, who are mostly retirees. Some work one-half day a week; others may drive two to three days weekly. Most service is provided between the hours of 9:00 a.m. and 3:00 p.m. The Red Cross program coordinates with Special Transit and Seniors’ Resource Center, taking the medical trips that these organizations cannot fit into their schedules.

The Red Cross program is active in eight counties, with limited service in Douglas County. The program operates out of various service centers throughout the region, sometimes coordinating with a senior center or similar organization to park vehicles at their facility. Foundation dollars fund this program, not using any public funds.

The American Cancer Society program is much smaller, providing limited transportation to chemotherapy patients.

Only limited information was found on the Veterans’ programs. The Disabled American Veteran’s organizations coordinate much of the volunteer service. The Veteran’s Administration Health Care Center in Denver, along with Community Based Outpatient Clinics in Aurora and Lakewood, are the focus of both local and regional trips for Veteran’s requiring medical care.

Education and Employment

The Denver-Boulder metropolitan area is host to many community and state colleges, universities, and trade schools. Most of these are well served by RTD transit and several have arrangements with RTD to provide bus passes as part of the student fees. The University of Colorado at Boulder also operates its own transportation system.

Six Workforce Investment Areas that operate numerous WorkForce Centers serve the region. Again, transportation has not been a major issue for these centers because the public-transit network is well developed in much of the metropolitan region.

| Major Post-secondary Schools in Metropolitan Denver | |
|---|---|
| Vocational | Emily Griffiths Opportunity School |
| | Pickens Tech |
| Community Colleges | Arapahoe Community College |
| | Community College of Aurora |
| | Community College of Denver |
| | Red Rocks Community College |
| Four-year Colleges and Universities | Metropolitan State College of Denver |
| | Colorado School of Mines |
| | University of Denver |
| | University of Colorado – Boulder and Denver |

| WorkForce Centers in Metropolitan Denver | |
|--|--|
| Area | Workforce Centers |
| Adams | Aurora, Brighton, Thornton, and Westminster (2 locations) |
| Arapahoe/Douglas | Aurora, Castle Rock, Littleton (2 locations) |
| Boulder | Boulder and Longmont |
| Broomfield | Broomfield |
| Denver | Bear Valley, Downtown, Quigg Newton Transition Center (44 th & Navajo), Stapleton Plaza, and Westside |
| Tri-County: Clear Creek, Gilpin, and Jefferson | Black Hawk, Golden (serving Arvada, Lakewood, Golden and Wheatridge), and Idaho Springs |

RTD has applied for Job Access Reverse Commute (JARC) funds to support low-income worker transportation, including providing a match with RTD local funds.

The structure and number of school districts varies considerably by county, with five counties (Clear Creek, Denver, Douglas, Gilpin, and Jefferson) that have only one school district, Boulder County with two, and Adams and Arapahoe with seven districts each. Three primary districts serve Broomfield County, reflecting the three counties that once made up the City and County of Broomfield – Adams 12, Jefferson County Re-1, and Boulder Valley Re-2 school districts.

Five of the Adams County districts are in the Adams County Board of Cooperative Education Services (BOCES). The Front Range BOCES includes these Adams County districts and many of the school districts from the nine-county metropolitan area, including the Gilpin, Clear Creek, Jefferson, Denver, Douglas, and several Arapahoe County districts. A second BOCES, supporting an expeditionary learning school, also serves Cherry Creek, Denver, Douglas, and Littleton districts.

It is interesting to note that Denver Public Schools is actively working to reduce the dependency on school buses and increase the use of RTD services.

There are about 100 Head Start programs in the region, with the vast majority located within the City and County of Denver. Denver has 76 Head Start programs, including nine that are operated by Denver Public Schools. Aurora has nine programs, and most other communities have between zero and five programs.

Mental Health Organizations

Three Behavioral Health Organizations (BHO) in the Denver-Boulder metropolitan area serve as the Colorado Medicaid Mental Health Program. One is located in Denver, one is in Westminster and serves Boulder, Broomfield, Clear Creek and Gilpin Counties, and one is in Centennial and serves Adams, Arapahoe and Douglas Counties. There are also six Colorado Community Mental Health Centers (CMHCs) in the Denver metropolitan area, located in Englewood, Aurora, Thornton, Arvada, Boulder, and Denver.

Pikes Peak Region

This section includes two groups of counties that are frequently combined for planning and service delivery. El Paso, Teller, and Park Counties are commonly referred to as the Pikes Peak Region. Also described in this section are the nearby counties of Custer, Chaffee, Fremont, and Lake.

Colorado Springs anchors the Pikes Peak region. As a large urban area with a population of nearly 600,000, it serves as the center for employment, medical, shopping, and education for the region. The economy is diverse, but in addition to the above sectors, the military sector is an important part of the economy.

The Upper Arkansas counties are mountainous, with small towns separated by long distances. Highways 50, 91, and 285 have long been important roadways in Colorado, providing vital connections among the towns of Florence, Canon City, Salida, Buena Vista, and Leadville.

Public-Transit

Springs Transit provides public-transit services, serving the Colorado Springs urban area. The system provides an extensive system of local and express bus service. Springs Transit also operates the Front Range Express (FREX), providing commuter service to Denver. Springs Mobility is the paratransit service that the system provides.

The service area covers the City of Colorado Springs, Manitou Springs, Fountain, Widefield, and Security. In the past, services provided to areas outside of the City of Colorado Springs were funded through intergovernmental agreements and contracts. The region recently approved a Rural Transportation Authority, which will provide a framework for regional services and enable transit services to expand to more of unincorporated El Paso County.

In the remainder of the region, only Leadville has transit service, with commuter service provided by Eagle County (ECO) Transit. This service operates in peak hours only.

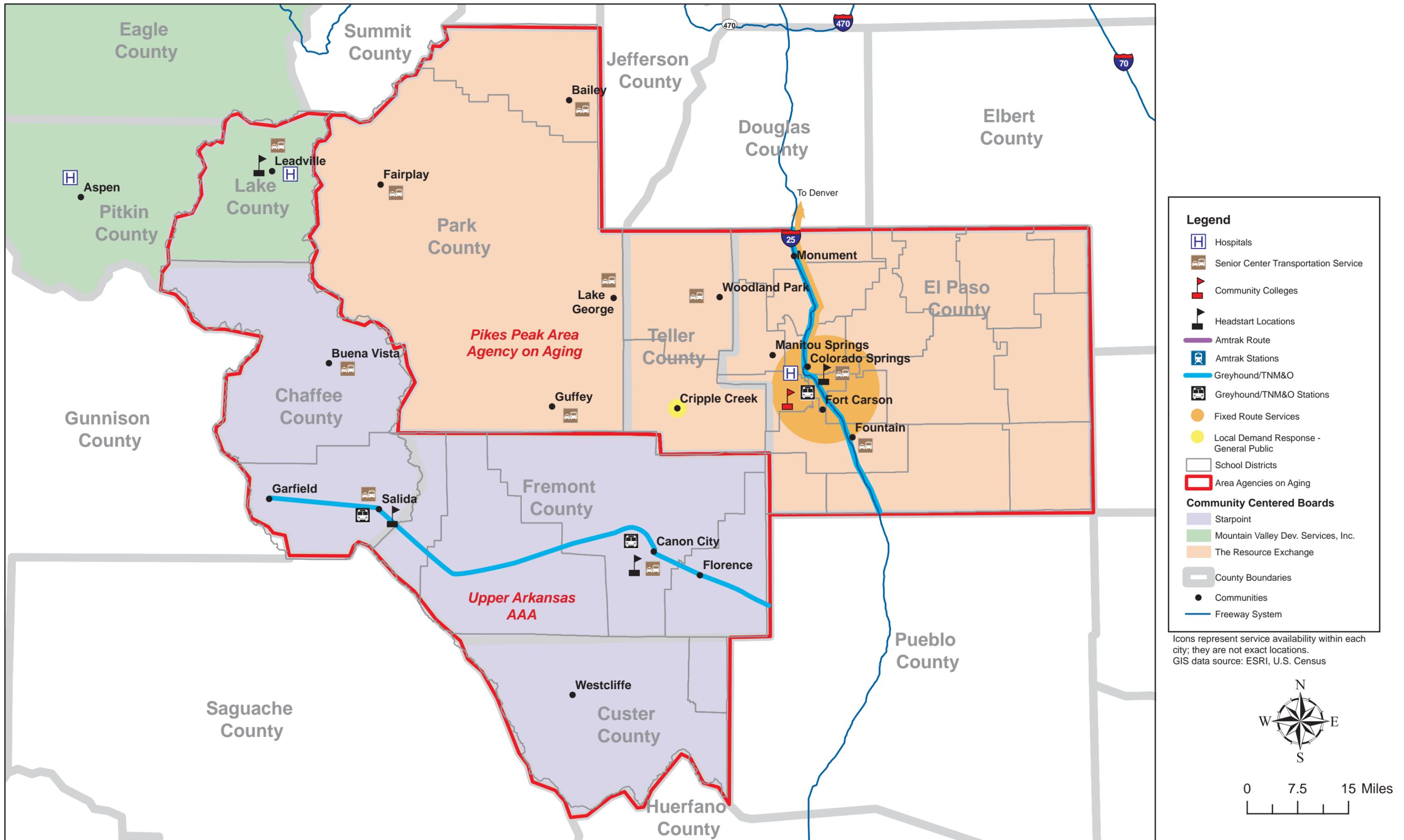


Figure 4 Pikes Peak Region

Aging Services

The Pikes Peak Area Council of Governments operates the Pikes Peak Area Agency on Aging. The Silver Key and Colorado Springs Senior Centers in Colorado Springs, and Fountain Valley Senior Center are key service locations, but there are approximately 20 congregate meal sites in the Colorado Springs area in addition to sites at Monument Town Hall, Fountain Valley Senior Center, and Woodland Park.

Silver Key Senior Services is responsible for senior transportation in the Colorado Springs urbanized area and north. Silver Key has 12 buses and 12 vans to transport seniors to meal sites, medical appointments and recreational activities. Silver Key is also the Meals on Wheels provider and delivers meals to 330 locations five days per week. Fountain Valley Senior Center provides transportation for its participants, taking many to medical or other facilities in Colorado Springs but not picking up residents in Colorado Springs.

Park County Senior Services operates transportation programs in Fairplay, Bailey, Lake George, and Guffey. Volunteer drivers staff the agency, and they focus on providing older adults with trips for groceries, nutrition, and taking seniors to medical appointments in distant communities. Regular weekly trips operate to the nearest medical centers in Denver or Colorado Springs.

Teller Senior Coalition provides transportation services to seniors and disabled persons within the county. The agency has two small vehicles and one bus. Volunteer drivers are occasionally used to supplement service when needed. Scheduling preference is given to medical appointments other trips are grouped together for maximum operating efficiency. One trip is made each week to Colorado Springs from the Woodland Park Senior Center.

For the Upper Arkansas AAA, senior centers in Leadville, Buena Vista, Salida, and Canon City provide transportation to older adults for mealsite, medical, grocery, and other trips. Volunteer drivers operate all services.

Community Centered Boards

Three community centered boards provide services in the region, as listed in the table below. These community centered boards provide transportation services for medical appointments, jobs, day programs, shopping, recreational sites, leisure activities, and adult education programs. Mountain Valley Developmental Services covers a large area, but only Lake County is included in this region.

Each of these programs provides extensive transportation services, as much of the area they cover has no public-transit service available. The Resource Exchange coordinates extensively with Springs Transit and Springs Mobility, but provides services for clients outside their service area or for clients who cannot use public transportation.

| Community Centered Boards | | | |
|--|--------------------------|--------------------------------------|---------------------------------------|
| | No. of Vehicles in Fleet | Provide bus passes? | Where are services provided? |
| Starpoint | 30 | No fixed-route service available | Chaffee, Custer, and Fremont Counties |
| The Resource Exchange | | Yes, in Springs Transit service area | Park, El Paso, and Teller Counties |
| Mountain Valley Developmental Services | 22 | Yes, where available | Lake, Pitkin, Eagle, and Garfield |

In addition to the Community Centered Boards listed above, the Pikes Peak Partnership, operating as Amblicab, also serves the disabled. The Partnership is a nonprofit advocacy agency and operates demand responsive service to those that are mentally, physically, or emotionally disabled. The Partnership coordinates service with Silver Key or Springs Mobility as needed.

Community Intersections, a local division of Commonworks, provides demand responsive service for adults age 18 and up with physical, cognitive, and/or developmental disabilities. Community Intersections serves El Paso County with the majority of service in Colorado Springs. Their service is provided in coordination with The Resource Exchange, Colorado Division of Vocational Rehabilitation, and school districts in the Pikes Peak Region.

Veterans

Many retired military live in the region, some receiving services at active base medical facilities. A Community Based Outpatient Clinic in Colorado Springs and the VA Medical Center in Denver are the other facilities for this region.

Employment and Education

Community colleges in the region are Pikes Peak Community College, with three campuses in Colorado Springs, and the Chaffee County campus of Colorado Mountain College in Buena Vista.

Four-year colleges include the University of Colorado at Colorado Springs (UCCS), Air Force Academy, Colorado College, and Regis University. UCCS encourages students to use Springs Transit and also provides transportation from remote parking into the center of campus.

El Paso County alone has 15 school districts, but other counties in the region have far fewer. There is one Board of Community Education Services (BOCES) in the region, the Pikes Peak BOCES, serving 19 school districts.

Two Workforce Investment Areas cover the region. The Upper Arkansas Region is part of the rural consortium and El Paso and Teller Counties operate the Pikes Peak region.

| Area | WorkForce Center | Counties Served/Comments |
|-----------------------|---|---------------------------------|
| Upper Arkansas Region | Canon City WFC | Fremont and Custer Counties |
| | Salida WFC | Chaffee County |
| | Leadville | Park County |
| Pikes Peak | Fountain WFC, Lorraine Community Center | El Paso and Teller Counties |
| | Colorado Springs WFC Main Office | El Paso and Teller Counties |
| | Colorado Springs WFC – Youth Work Zone | El Paso and Teller Counties |
| | Colorado Springs WFC – Pikes Peak Community College | El Paso and Teller Counties |
| | Cripple Creek WFC | El Paso and Teller Counties |

Mental Health Organizations

There is one Behavioral Health Organization (BHO) that serves as the Colorado Medicaid Mental Health Program for the Pikes Peak Area, Colorado Health Networks. It is located in Colorado Springs and serves 43 counties throughout the State. There are two Colorado Community Mental Health Centers (CMHCs) in the Pikes Peak area, which are located in Colorado Springs and Canon City.

Northwest Colorado

This region includes the western slope counties of Moffat, Rio Blanco, Routt, Jackson, and Grand. The latter three are mountainous and have economies with a strong resort orientation, although historically they were based in mining and sheep and cattle ranching. The economy of Moffat County and Rio Blanco, on a high plateau, remains based in mining and ranching. A good deal of coal continues to be mined from this region, particularly Moffat and Routt Counties.

National Forest and Bureau of Land Management lands cover a good deal of the region. The land is sparsely populated and has only limited roadways.

This area was settled later than much of the rest of Colorado. This was in large part due to the remoteness and the harsh winters. Independence and heartiness remain characteristics of the residents of these counties.

A surprising number of seniors live in these communities, many whom have lived all their lives in northwestern Colorado. A more recent phenomenon is that older adults who retired here are now reaching the age where some transportation support is needed.

Because extensive year-round transit services exist in Steamboat Springs, the programs for individuals with developmental disabilities are extensive here. However, Horizons, the Community Centered Board, has clients throughout the region. An Independent Life Center operates in Craig, providing support to people with physical disabilities. The Winter Park area is known for its ski program for people with disabilities.

Mental health services are particularly important in mountain communities, and this region is no exception.

Medical services are limited, although there are hospitals in Craig, Granby, Kremmling, Meeker, and Steamboat Springs. For specialty services, residents must travel to the Front Range or Grand Junction.

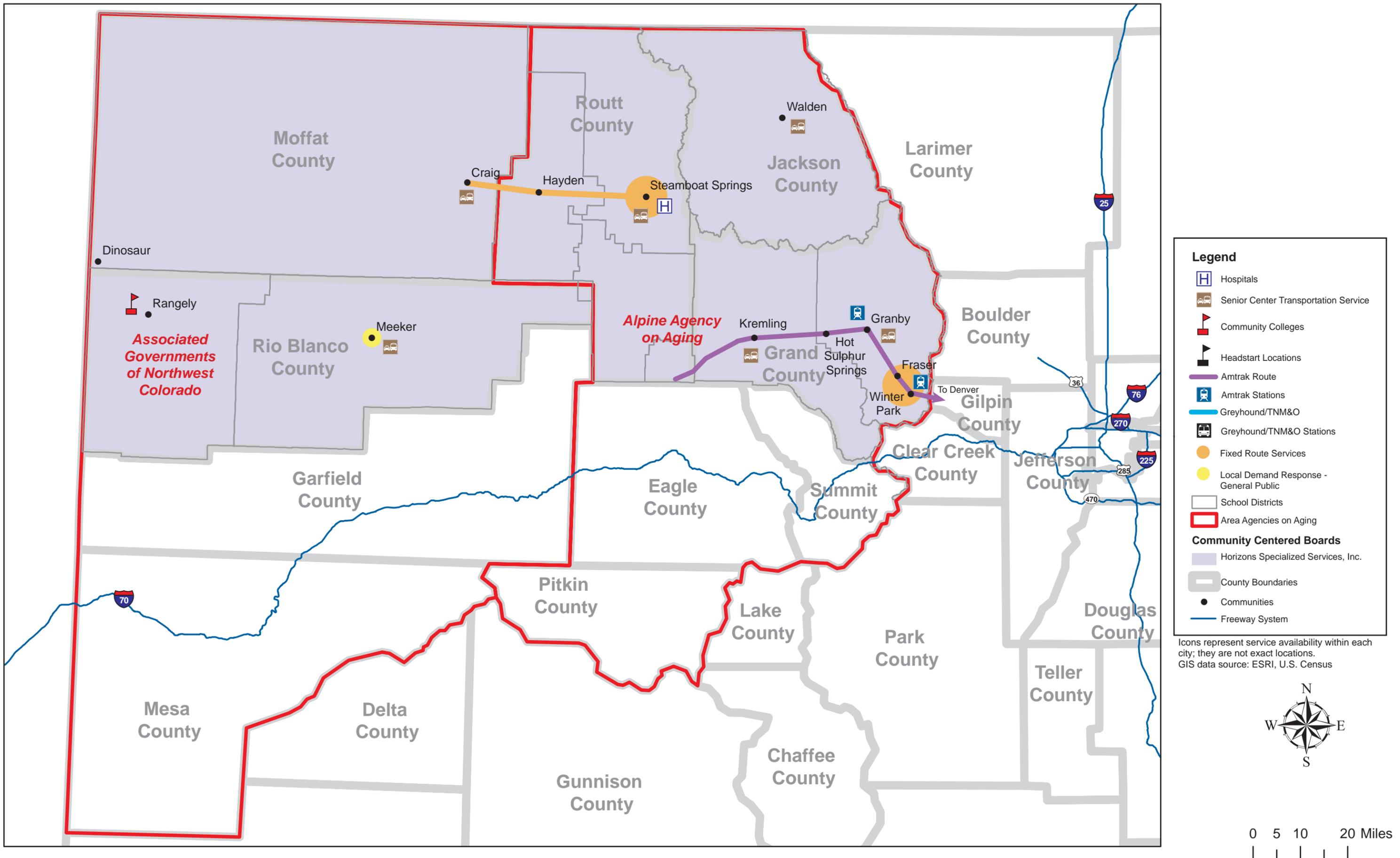


Figure 5 Northwest Colorado Region

Public-Transit

The City operates public-transit services in the Steamboat Springs area, with considerable local support. The services are well-developed, providing connections between the resort area and town year-round. The City of Steamboat also operates regional services, through an intergovernmental agreement with Routt County, Moffat County, and City of Craig.

The Meeker Streaker provides demand response general public service within Meeker, providing general public service and transportation to the meal site.

| Public-Transit Providers | |
|----------------------------------|--|
| Routt and Moffat Counties | Steamboat Springs Transit Local: Serves Steamboat with limited service outside City limits. Operates daily, more service in winter season. Free. |
| | Regional: Serves Craig to Steamboat Springs. 7 days per week, peak commute hours only. \$5.00 for a one-way trip. Fares are reduced by zone: if Steamboat II (\$1.50), Milner (\$3.00) or Hayden (\$4.00). |
| Rio Blanco County | Meeker Streaker Local: Operates in Meeker and within a 4-5 mile radius. Mon-Sat, 8:30 a.m.- 2:00 p.m. Donations. |
| Grand County | Winter Park LIFT Local: Operates local routes serving Winter Park and Fraser. Operates daily; winter season only, Free. Regional: Limited employee trips to Granby. |

In Grand County, the transit services are geared towards winter resort activity – to move both the tourists and the employees. They are primarily supported by the resort, Intra-West, although the Town of Winter Park funds night service.

Aging Services

Two AAA's, the Associated Governments of Northwest Colorado, and the Alpine Agency on Aging cover this region. The boundaries of these agencies extend beyond the counties covered in this regional description.

The Associated Governments of Northwest Colorado serves a five-county area, including Mesa, Garfield, Rio Blanco, Routt, and Moffat Counties. Only Moffat, Routt, and Rio Blanco County services are described here. The Moffatt County Housing Authority, in Craig, provides a vibrant transportation program, serving seniors and people with disabilities. Many trips center around the Housing Authority complex and include transportation to the meal site located here, trips for residents for medical services, shopping, and social outings. A good number of trips, however, are for residents who still live in their own homes and need transportation for daily activities. This service picks up residents within a five-mile radius of Craig. Regular activity trips are taken over fairly long distances. The program also delivers meals to home-bound residents. Consideration has been given to expanding this program, with Town of Craig support, to provide general public transportation services.

| Associated Governments of Northwest Colorado AAA | | | | |
|--|--------------------|-------------------------|-------|-----------|
| | No. Days for Meals | Transportation To Meals | Other | Meal-Site |
| Routt County Senior Center | 4 days | ● | ● | ● |
| South Routt County (Oak Ck.) | 3 days | ● | ● | ● |
| Hayden Senior Center | 3 days | ● | ● | ● |

The Meeker Streaker provides transportation for the congregate Chuck Wagon meal site where meals are served four days each week.

Three senior centers in Routt County have transportation – South Routt, Hayden, and Steamboat Springs. These vehicles deliver meals and transport seniors to meal sites. Trips for shopping, medical, and other appointments are made at least one day per week from Hayden and South Routt, and four days each week in Steamboat Springs.

| Alpine Area Agency on Aging | | | | |
|---|--------------------|-------------------------|-------|-----------|
| | No. Days for Meals | Transportation To Meals | | Meal-Site |
| | | | Other | |
| Granby Community/Senior Center | 3 days | ● | ● | ● |
| Kremmling Silver Spruce Senior Apartments | 3 days | ● | | ● |

The Alpine Agency on Aging serves a five county area, including Jackson, Grand, Eagle, Summit, and Pitkin Counties. Only Jackson, and Grand County services are described here. Grand County operates Councils on Aging.

The Grand County Council on Aging operates demand response service in Granby from 10:30 a.m. to 2:30 p.m., Monday through Thursday. In Kremmling, service operates the same hours, but only three days each week. They provide mealsite transportation and deliver meals. Limited outings are provided.

Community Centered Boards

One Community Centered Board provides services in the region. Horizons Community Centered Board makes extensive use of available public-transit services and also provides transportation services for medical appointments, jobs, day programs, shopping, recreational sites, leisure activities, and adult education programs.

Horizons used to pay for transportation services through a Medicaid Waiver. Now they have to apply for Medicaid State Plan funds and plan to get certified through the PUC to be eligible for these funds.

| Northwest Community Centered Boards | | | | |
|-------------------------------------|-----------------|---|--|---------------------------|
| | No. of Vehicles | Provide bus passes? | Where are services provided? | Other |
| Horizons Specialized Services, Inc. | 16 | Steamboat Springs Transit is free; two daily trips to Craig. Use agency vehicles for all other trips. | Grand, Jackson, Moffat, Rio Blanco, and Routt Counties | Satellite office in Craig |

Veterans

The nearest Veteran’s Administration facility is in Grand Junction and Veteran’s must drive or rely on family and friends to provide transportation to this facility.

Employment and Education

Colorado Mountain College and Colorado Northwestern Community College, two-year schools, are located in the region.

There are three Boards of Community Education Services (BOCES) serving the area: the Northwest BOCES (six School Districts), Rio Blanco BOCES (two School Districts), and South Platte Valley BOCES (four School Districts and one Junior College).

| Town | College or School |
|-------------------|---|
| Steamboat Springs | Colorado Mountain College |
| Rangely | Colorado Northwestern Community College |
| Meeker | Colorado Northwestern Community College – Meeker Campus |
| Craig | Colorado Northwestern Community College – Craig Campus |

The Northwest Region Workforce Investment Area serves the area with four WorkForce Centers.

| WorkForce Center | Service Area |
|-----------------------|--------------------------------|
| Meeker WFC | Rio Blanco County |
| Grandby WFC | Grand County |
| Steamboat Springs WFC | Routt and Jackson Counties |
| Craig WFC | Moffat and Rio Blanco Counties |

Mental Health Organizations

There is one Behavioral Health Organization (BHO) that serves as the Colorado Medicaid Mental Health Program for Northwest Colorado, Colorado Health Networks. It is located in Colorado Springs and serves 43 counties throughout the State. There is one Colorado Community Mental Health Center (CMHC) that serves Northwestern Colorado, which is located in Glenwood Springs.

North Front Range

Weld and Larimer Counties both have a major urban area – Greeley and Fort Collins/Loveland – and because of their population they each have major medical facilities, university campuses, and a wide range of services available for their residents.

Given these similarities, it is surprising how different one county is from the other. The differences are in the topography, the way the communities have developed, and the people and culture. Larimer County is largely mountainous, although the primary population is where the mountains meet the plains. Weld County is solidly on the plains. Larimer County has two large cities – Fort Collins and Loveland – and only a handful of smaller ones. Weld County has one large urban area, consisting mostly of Greeley and Evans, and many small communities throughout the county.

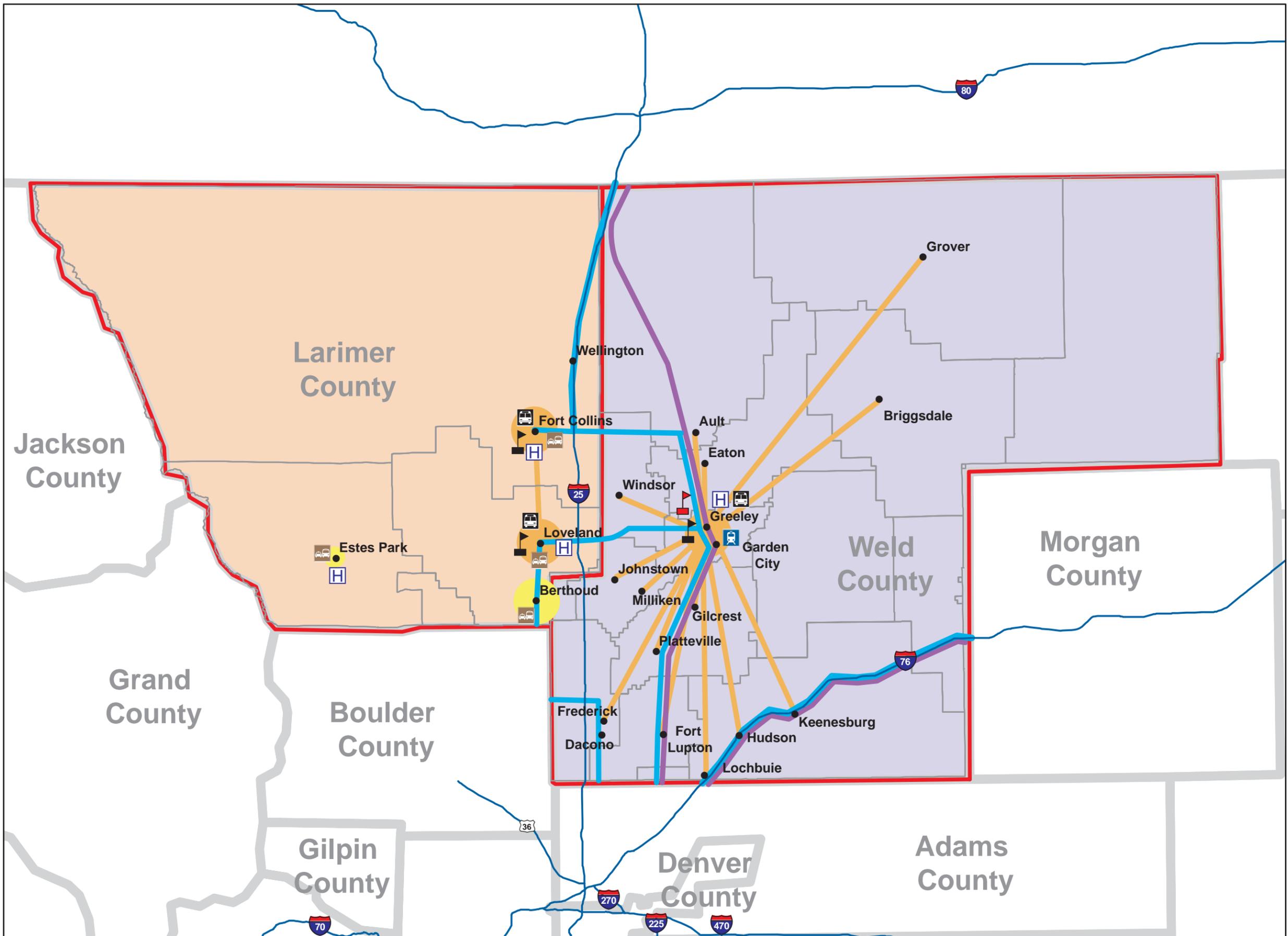
Transportation services that operate in Weld County have long had a focus on the populations that traditionally are dependent on transit services. Both the Greeley and Weld County programs are well established, have seasoned staff, and have developed a long history of cooperation. When the Medicaid problems began in 2003/2004, the staff of the two programs worked together to get Medicaid clients registered for paratransit services through Greeley. Greeley took on about 70 clients, many of whom receive dialysis, adding an extra vehicle in order to accommodate these passengers.

Weld County takes an active role in transit services, commits local resources to the program, and coordinates transportation with other social services through its Department of Human Services. The program is economically sound, and managers know what programs are worthwhile for them to participate in and what programs will require a subsidy. They are willing to make the hard decisions to keep the program solvent.

There is a spirit of cooperation in Weld County reflecting a cultural value of the residents. The dialysis center staff meets regularly with transportation staff to identify how best to schedule people so they can make good use of the transportation resources. Similarly, there is a regular meeting of agencies serving people with disabilities.

Larimer County has taken a different approach, leaving the provision of transit up to local governments in the county. Transit services in Fort Collins have a solid focus on university students. As a result, their productivity is high and they provide many trips. Each system in Larimer County has developed independently. There are services in Fort Collins, Loveland, Berthoud, Estes Park, and Rocky Mountain National Park. The only regional service operates between Fort Collins and Loveland.

Each system has a different market and mission. While Fort Collins focuses on students, Loveland has a system primarily serving people who are transit-dependent. Berthoud has a strong focus on older adults and youth. The Estes Park system orients itself to Boulder and Special Transit of Boulder operates the service. Rocky Mountain National Park serves park visitors, with an emphasis on relieving traffic congestion.



Legend

- Hospitals
- Senior Center Transportation Service
- Community Colleges
- Headstart Locations
- Amtrak Route
- Amtrak Stations
- Greyhound/TNM&O
- Greyhound/TNM&O Stations
- Fixed Route Services
- Local Demand Response - General Public
- School Districts
- Area Agencies on Aging

Community Centered Boards

- ENVISION
- Foothills Gateway, Inc.

- County Boundaries
- Communities
- Freeway System

Icons represent service availability within each city; they are not exact locations.
GIS data source: ESRI, U.S. Census

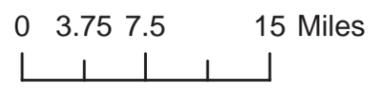


Figure 6 North Front Range Region

Public-Transit

Larimer County: Public-transit services center on each of the cities or towns, and each has a different operator and a different orientation. A unifying factor in public-transit is the funding and planning process in the urban area: Fort Collins, Loveland, Berthoud, and some of unincorporated Larimer County are in the same transportation management region. In addition, there is fixed-route service operating between Fort Collins and Loveland.

Weld County: Services center around Greeley, with local transit service operated by the City of Greeley and regional/rural services operated by Weld County Human Services Department. Greeley's The Bus service orients itself to people who are dependent on transit, although one shuttle route serves students at the University of Northern Colorado. Greeley has a long history of serving people with disabilities and the City is quite accessible.

| Larimer County |
|--|
| <p>Fort Collins TransFort provides local fixed-route service daily, with a strong service orientation to students at Colorado State University. Service operates 6 a.m. to 10 p.m. Cash fares are \$1.00 Dial-a-Ride provides paratransit service and general public demand response service within the City of Fort Collins urban growth area.</p> |
| <p>City of Loveland Transit (COLT) COLT provides local fixed-route service Mon. - Sat., 6 a.m. to 7 p.m. Fare: \$1.00. Serves transit-dependent population. COLT Mini-Bus provides demand response service primarily within Loveland but also serving some unincorporated areas. Fare: \$2.00</p> |
| <p>Berthoud Area Transit Services (BATS) Golden Links Senior Services operates demand response service in Berthoud and the surrounding area. Town of Berthoud provides local funding. Service is oriented to older adults and students, and provides a number of trips to Loveland.</p> |
| <p>SAINT (Care-A-Van/SAINT, Inc.) SAINT, a volunteer driver program, provides extensive service in Fort Collins and Loveland, mostly oriented to older adults and people with disabilities. Operates from the TransFort facility.</p> |
| <p>Unincorporated Larimer County Larimer County contracts with the City of Fort Collins for demand responsive services.</p> |
| <p>Town of Estes Park Demand response service operates four days a week and is provided by Special Transit, an operator from Boulder County. As a result, planning and funding for the Estes Park service is tied to the Denver region. Service is oriented to older adults.</p> |
| <p>Rocky Mountain National Park Provides extensive fixed-route service within the park and to parking lots in Estes Park. Oriented to park visitors and reducing traffic. Operates in summer season and on weekends in the Fall. No fare.</p> |
| Weld County |
| <p>City of Greeley The BUS provides fixed-route service in Greeley. Mon. – Sat. 6 a.m. to 7 p.m. weekdays. Fare = \$1.00. Paratransit service provided. Fare = \$2.00.</p> |
| <p>Weld County Human Services Transportation Program Scheduled service (1 to 5 times weekly) to most small towns in the county. Demand response also available. Coordinates to provide service for many programs and with senior centers in small towns. Limited services to other counties, particularly for medical trips.</p> |

Weld County Human Services Department operates extensive transportation services between the many small towns in the county and Greeley. Both general public service and many specialized programs are provided, including employment services, Migrant Head Start, Head Start, senior nutrition, and a summer youth program.

Aging Services

Larimer County: There is an extensive network of Senior Centers throughout the county, both in the urban and rural areas. Most facilities in Fort Collins, Loveland, and Berthoud can be accessed by transit services. Fort Collins also provides significant transportation support for activity trips. In addition, the SAINT volunteer driver program provides transportation to the facilities that are in Fort Collins and Loveland.

The Wellington Senior Center provides transportation for older adults living in and around Wellington, providing services to meal sites, for an every-other week shopping trip to Fort Collins, and for activities.

The Berthoud Area Transportation Services (BATS) transportation service operates out of the Berthoud Community Center, which also serves as the senior center. BATS was started by Golden Links, a nonprofit organization serving older adults, and provides transportation for nutrition and activity trips.

Weld County: Senior centers are located throughout the urban and rural portions of the county. Each senior center has a senior coordinator, and in the smaller centers these are volunteers. The congregate meal sites often serve as a social focus for a community and sometimes seniors travel to popular sites. In the Tri-Town area of Firestone, Erie, and Frederick, instead of a congregate meal, the communities have a potluck. For those centers with prepared meals, Weld County Human Services Transportation Program delivers the meals to the centers. Each program is billed for these deliveries based on the mileage traveled.

| Larimer County | | | |
|---------------------------------------|--------------------|-------------------------------|---|
| | No. Days for Meals | Transportation To Meals Other | |
| Berthoud Lunch Bunch | 5 days | ● | ● |
| Estes Park Senior Center | 5 days | ● | ● |
| Fort Collins Senior Center | 4 days | ● | ● |
| North Side Aztlan Center | 2 days | ● | ● |
| Oakbrook One Apartments | 3 days | ● | ● |
| Oakbrook Two Apartments | 2 days | ● | ● |
| Community of Christ Church | 2 days | ● | ● |
| Shepherd of the Hills Lutheran Church | 1 day | ● | ● |
| Chilson Senior Center | 4 days | ● | ● |
| Silver Leaf One Apartments | 3 days | ● | ● |
| Silver Leaf Two Apartments | 2 days | ● | ● |
| Bellevue Senior Center | 2 days | | |
| Wellington Senior Center | 3 days | ● | ● |

Most centers in Greeley can be accessed by The Bus, and Greeley recently entered into a contract to serve the Evans program. Volunteer drivers handle most of the transportation to and from the centers in small towns.. In some of the larger communities (such as Windsor and Johnstown) the volunteer services are quite extensive.

These communities may be outgrowing their ability for neighbors to transport neighbors, as the distances are greater and populations more diverse than in many of the smaller communities.

Community Centered Boards

Two Community Centered Boards, one in each county, provides services to people with developmental disabilities. They provide transportation services for medical appointments, jobs, day programs, shopping, recreational sites, leisure activities, and adult education programs. Foothills Gateway has local tax support to supplement its State and federal funding for overall program services.

| Weld County | | | |
|--------------------------------|-----------|-----------------|-------------|
| Location | Meal Days | Location | No. of Days |
| Greeley Senior Activity Center | 2 | Windsor | 2 |
| Broadview | 2 | Johnstown | 1 |
| Rodarte Center | 1 | Milliken | 2 |
| Senior Housing | 2 | Erie | 1 |
| Eldergarten | 5 | Mead | 1 |
| Birchwood | 3 | Wattenburg | 1 |
| Greeley Manor | 3 | Lochbuie | 1 |
| Evans | 1 | Kersey | 2 |
| Platteville | 1 | Pierce | 1 |
| La Salle | 1 | Nunn | 1 |
| Hillen Park | 2 | Grover (summer) | 1 |

| Northern Colorado Community Centered Boards | | | | |
|---|---|---------------------|------------------------------|---|
| | No. of Vehicles in Fleet | Provide bus passes? | Where are services provided? | Other |
| ENVISION | 26 (includes 12 passenger vans and minivans, three vehicles are ADA accessible) | Yes | Weld County | ENVISION provides some direct services, sub-contract to Schaefer Enterprises, Community Advantage, Carmel Community Living Corporation, and Mosaic. |
| Foothills Gateway, Inc. | 66 | Yes | Larimer County | Foothills Gateway provides some direct services, sub-contract to Mosaic, RAM, Good Shepherd, Spectrum, and Host Home providers. |

Veterans

Community based outpatient clinics are located in Fort Collins and Greeley. The VA has limited bus service available to its regional medical facilities in Denver and Cheyenne.

Medicaid Services

Larimer County is part of the LogistiCare brokerage serving the Denver metropolitan area. Weld County Human Services Transportation serves as the Medicaid broker for the county but no longer carries Medicaid patients. Clients in Greeley have been transferred to The Bus fixed-route or paratransit service. Weld County staff encourages clients in rural Weld County to obtain transportation from family and friends.

Employment and Education

A variety of community colleges and, State schools, vocational schools, and universities are located in the region, with the primary ones listed in the following table. There are over 50,000 college students, so education forms an important part of the economy in the region.

| Area | Town | College or School |
|---------|--------------|--|
| Larimer | Fort Collins | Colorado State University |
| | | Regis University – Fort Collins Campus |
| | | Front Range Community College – Larimer Campus |
| | | Institute of Business and Medical Careers (IMBC) |
| Weld | Greeley | University of Northern Colorado |
| | | Aims Community College with branches in Fort Lupton and Loveland |

There are two Boards of Community Education Services (BOCES) where both local school districts and colleges coordinate services. These are the Centennial BOCES in Weld County (11 School Districts) and Larimer BOCES (three School Districts and one Junior College).

The boundaries for the Workforce Investment Areas are also the county boundaries. Greeley, Loveland, and Fort Collins all have WorkForce Centers

| Area | WorkForce Center |
|---------|------------------|
| Larimer | Loveland WFC |
| | Fort Collins WFC |
| Weld | Greeley WFC |

A large Head Start program operates in Weld County, with both regular and Migrant programs offered. Weld County Department of Human Services Transportation Program provides transportation for the Head Start program and the Migrant Head Start program. Approximately 600 pupils are transported, with most attending half-day programs. The vehicles are well utilized with pupil transportation to school, for activities, and for medical/dental visits. The Migrant Head Start program in Weld County runs from approximately mid-June to mid-September.

Mental Health Organizations

There is one Behavioral Health Organization (BHO) that serves as the Colorado Medicaid Mental Health Program in Northern Colorado, Northeast Behavioral Health. It is located in Greeley and serves 12 counties. There are two Colorado Community Mental Health Centers (CMHCs) in Northern Colorado, which are located in Greeley and Fort Collins.

Northeastern Colorado

The northeastern portion of Colorado includes two distinct regions: the East Central counties and the Northeast counties. Both regions have an economic base of agriculture, ranching, and some oil and gas wells. They lack a major urban area.

Residents must travel to Greeley or Denver for many services. Interstate 70 travels through the East Central counties, linking the region to services in Aurora and Denver. Interstate 76 and Highway 34 are the primary roadways connecting the communities of the North East counties to the Denver area and Greeley.

The East Central counties are sparsely populated, with a combined population of only 36,000. Nearly 20,000 of these people live in Elbert County, a burgeoning bedroom community for the Denver-Boulder metropolitan area. The East Central counties have no community college and no major medical facilities, although there are some clinics.

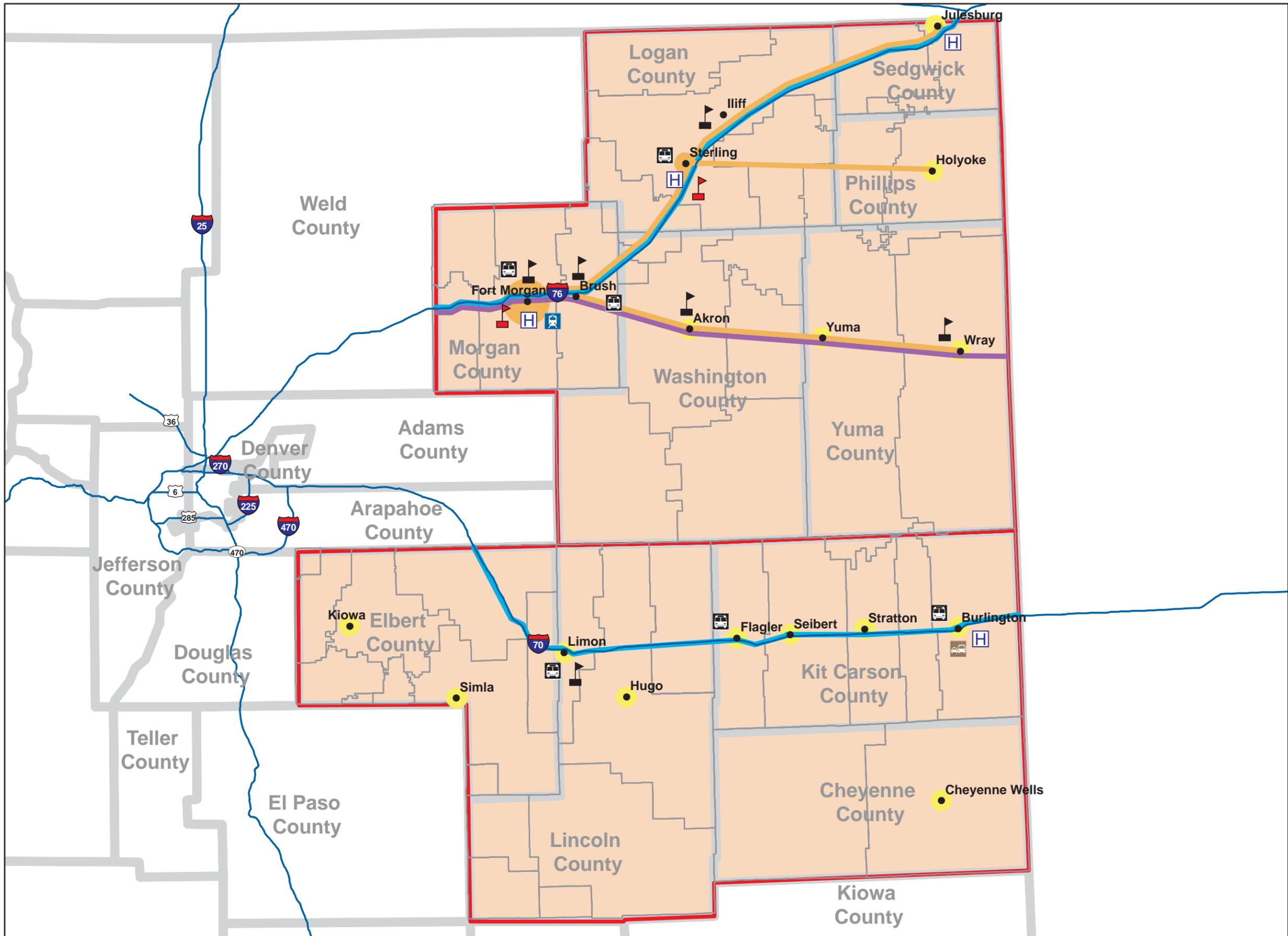
The Northeast counties are much more populous, with nearly 70,000 people. Two towns, Fort Morgan and Sterling are towns of 11,000 and offer a variety of services. Each has a medical center (with a dialysis center in Sterling) and a community college.

Public-Transit

East Central Counties: The East Central Council of Governments serves as an umbrella organization for transit services in the region. These services operate under the banner of Outback Express and they provide a combination of local services in the communities and regional trips to the Front Range cities and services.

In addition to providing transportation to local mealsites, transit is provided for essential shopping, medical appointments, and other activities. Inter-regional trips are a primary focus of this service as it is often necessary to travel long distances for medical appointments. All of the trips for travel outside the community where the vehicle is stationed require a five-person minimum to make the trip, except for necessary medical appointments that cannot be scheduled another time.

These services focus on the needs of older adults and coordinate with senior centers in the individual communities or the Retired and Senior Volunteer Program (operating in Lincoln and Kit Carson Counties). Many trips are driven by volunteer drivers. Some vehicles have been purchased by senior centers.



Legend

- Hospitals
- Senior Center Transportation Service
- Community Colleges
- Headstart Locations
- Amtrak Route
- Amtrak Stations
- Greyhound/TNM&O
- Greyhound/TNM&O Stations
- Fixed Route Services
- Local Demand Response - General Public
- School Districts
- Area Agencies on Aging

Community Centered Boards

- Eastern Co. Serv. for the Dev. Disabled, Inc.
- County Boundaries
- Communities
- Freeway System

Icons represent service availability within each city; they are not exact locations.
GIS data source: ESRI, U.S. Census



Figure 7 Northeast Colorado Region

Northeast Counties: The Northeast Association of Local Governments (NECALG) has an active and coordinated transportation program, known as County Express. County Express is a demand response system, although some scheduled service operates through contracts.

The service is for the general public and a wide range of passengers are carried, including youth and people traveling to work, but there is an emphasis on serving passengers with disabilities. Vehicles are stationed in Fort Morgan and Brush to serve Fort Morgan, Brush, and Weldona, and in Sterling, Yuma, Wray, and Akron. Vehicles are also in service in Haxtun, Holyoke, and Julesburg.

The County Express is a system that has been operating for nearly 25 years and has gone through both significant institutional and financial changes. The system began as Northeast Colorado Transportation Authority. By 1998, it was clear that management actions would be needed for the transit service to survive in Northeastern Colorado. There were not adequate revenues to support the service that was being operated. The service was transferred to NECALG, and efforts were made to secure additional funding through grants and through increased local support, and the operational structure was changed. Fares were increased, service with poor productivity was cut, and vehicles in poor mechanical condition were removed from service.

The system emerged with stronger local support but also with an increased emphasis on financial accountability and contracting. New contracts have been developed and the agency works to assure that revenues cover the full cost of operating service. NECALG has obtained funding through:

- The Colorado Department of Local Affairs;
- The Temporary Assistance for Needy Families (TANF) funds allocated through the counties served by County Express;
- Contracting with parents of children in two school districts to carry school age children to school, after school activities, and home;
- A contract with Banner Health Systems to provide services to their facilities in the region and in Greeley for services not available locally;
- Becoming a Medicaid Broker for trips in the five county area, although it requires a full-time person to take care of paperwork;
- A Job Access Reverse Commute grant, using TANF funds as a partial match; and,
- A grant through Colorado Cares providing \$35,000 for non-emergency medical transportation.

NECALG serves as an umbrella agency for related functions. The Area Agency on Aging is located in NECALG, making coordination of these programs easier. The WorkForce Center is a separate agency, but they have forged good relations and share the common interest of the counties.

NECALG has exhibited the perseverance it takes to maintain effective community-transportation. They have overcome funding barriers, have developed solid local support, and have a champion for the service.

Aging Services

The Area Agencies on Aging (AAA) mirror the two geographic areas described above. In both regions, the AAA is located within the umbrella agency, facilitating coordination between these programs.

In the East Central Council of Governments region, there are 13 meal site locations, most serving meals two days each week. However, only two centers (the Cheyenne Wells Senior Center and the Creighton Senior Center) reported providing transportation to the meal sites.

The County Express provides significant transportation to nutrition sites, much of it through the demand response service in individual towns.

Community Centered Boards

The Community Centered Board for the entire area is Eastern Colorado Services for the Developmentally Disabled, Inc. This program operates in Sterling, providing services for adults with developmental disabilities, and in Burlington through a contract with Dynamic Dimensions, Inc. Non-transportation staff drive buses and clients also arrange for some of their own transportation. Transportation is provided to and from work or training activities, for health or medical purposes, shopping, recreation, and other trip purposes.

Veterans

The nearest clinic for Veteran's services is in Greeley. Veterans may also catch a bus in Greeley to the VA hospitals in Cheyenne or Denver.

Employment and Education

Northeastern Junior College is located in Sterling, and Morgan Community College is located in Fort Morgan.

There are two Boards of Community Education Services (BOCES) where both local school districts and colleges coordinate services. There are the Northeast BOCES (13 School Districts and one Junior College) and East Central BOCES (18 School Districts and one Junior College).

The region is covered by the Eastern Regional Workforce Investment Area, part of the rural consortium, and has a variety of WorkForce Centers, as listed in the following table. Other services, such as Vocational Rehabilitation, are co-located at these centers.

| WorkForce Center | Counties Served |
|-------------------------|---|
| Burlington WFC | Kit Carson and Cheyenne Counties |
| Elizabeth WFC | Elbert County |
| Fort Morgan WFC | Morgan and Washington Counties |
| Limon WFC | Elbert and Lincoln Counties |
| Sterling WFC | Sedgwick Phillips and Logan Counties – located at Northeastern Junior College |
| Yuma WFC | Yuma County |

There are a variety of Head Start programs in the region. The Brush program serves the area in and around Brush. The Iliff Community Center serves the towns of Sterling, Padroni, Proctor, and Iliff. The RE-3 School District in Fort Morgan operates a Head Start program in conjunction with Colorado Preschool for their district. Each program provides transportation for participants.

Mental Health Organizations

There is one Behavioral Health Organization (BHO) that serves as the Colorado Medicaid Mental Health Program for Northern Colorado, Northeast Behavioral Health. It is located in Greeley and serves 12 counties. There is one Colorado Community Mental Health Center (CMHC) in Northeast Colorado, which is located in Sterling.

Southeast

Southeast Colorado is located on the high plains, and the economy of the rural counties is based in agriculture, ranching, and oil. The area has a strong history as some of Colorado's oldest settlements are in the southeast portion of the State.

Pueblo anchors the region as a small urban area with a diverse economy. Pueblo hosts many services – including government, medical, and shopping services and the University of Southern Colorado.

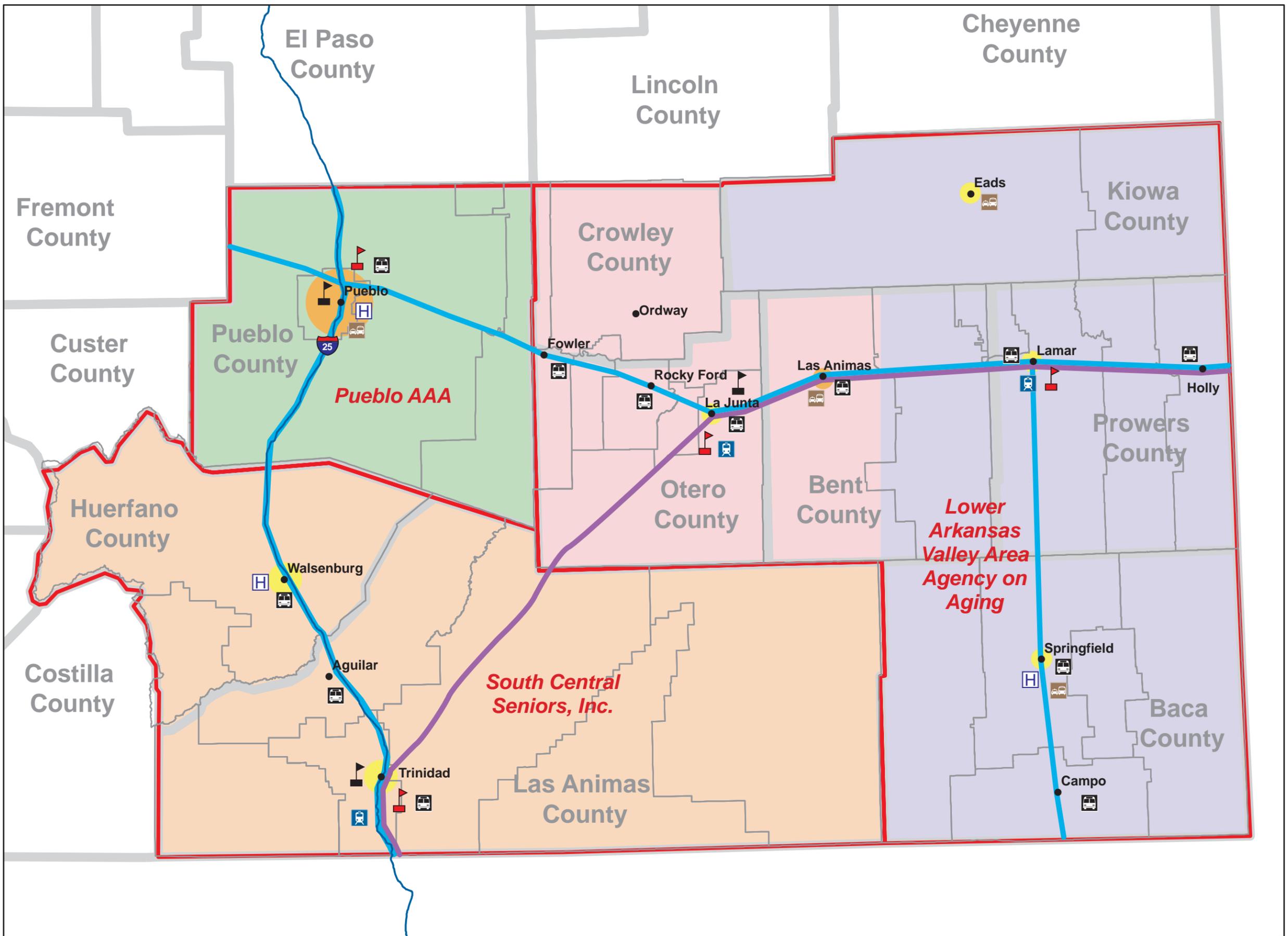
Public-Transit

The region hosts a variety of transit services, from fixed-route services in Pueblo carrying over one million passengers annually, to varied community transit services in the small towns and rural counties across the southeast corner of Colorado. All of these systems primarily serve people who are dependent on transit for their mobility.

Pueblo Transit operates fixed-route service through much of the City of Pueblo. In addition, Pueblo Transit contracts with Senior Resource and Development Agency (SRDA) to provide its Citi-Lift paratransit service.

The paratransit service has seen substantial increases in use as a result of Medicaid funding cuts. The county is no longer using taxis or other private carriers and is instead relying on the public bus system. The county buys bus passes for clients.

South Central Council of Governments has a solid community transit program operating in Trinidad and Walsenburg. This service provides general public transportation and provides service for the Area Agency on Aging (AAA). A single manager is responsible for the AAA and the transit program. In Trinidad, the service provides trips for students, including those at the junior college and residents of Corazon Square, a housing authority that provides assisted living.



Legend

- Hospitals
- Senior Center Transportation Service
- Community Colleges
- Headstart Locations
- Amtrak Route
- Amtrak Stations
- Greyhound/TNM&O
- Greyhound/TNM&O Stations
- Fixed Route Services
- Local Demand Response - General Public
- School Districts
- Area Agencies on Aging

Community Centered Boards

- Southeastern Dev. Services, Inc.
- CO Bluesky Enterprises, Inc.
- Southern Colorado Dev. Disabilities, Inc.
- Arkansas Valley Community Ctr.

- County Boundaries
- Communities
- Freeway System

Icons represent service availability within each city; they are not exact locations.
 GIS data source: ESRI, U.S. Census

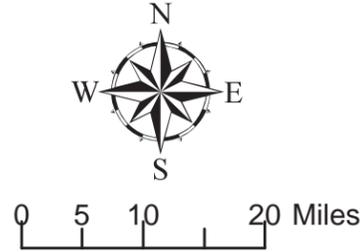


Figure 8 Southeast Colorado Region

The six southeast counties each have their own public-transit services. While most orient themselves to older adults or people with disabilities, they are also open to the general public. Particularly within the larger towns, the ridership can be diverse. These services operate individually, in contrast to the northeastern Colorado counties where a single system exists. Because of the need to access services (primarily for medical appointments) in Pueblo or Colorado Springs, many will travel out of the area.

| Public-Transit Providers | | |
|---|--|---|
| Pueblo Transit | City of Pueblo | Fixed-Route. Mon.-Sat., 6:30 a.m. - 6:30 p.m. Cash fare \$1, Student - \$0.75, and E/D - \$0.50. |
| | | Paratransit – same hours and days. Cash fare \$2, monthly pass cost based on income. |
| South Central Council of Governments | Demand response local service are operated in Trinidad and Walsenburg. | Mon. – Fri., 8:00 a.m. – 5:00 p.m. Cash fare \$2, \$1 for disabled, donations for elders. |
| Baca County Senior Transportation | Springfield: Provides transportation into Springfield from outlying communities. | Demand response. Donations of \$1 for older adults, \$3 for general public;. |
| Golden Age Transportation Service | City of Las Animas | Demand response. Mon. – Fri., 8:30 a.m. – 4:30 p.m. Cash fare \$1, free to E/D. |
| Kiowa County Senior Transportation | Kiowa County | Demand response, primarily serves E/D. |
| La Junta City Transit | Serves La Junta and surrounding towns. | Based out of senior center, modified fixed-route service. Mon. – Fri., 8:45 a.m. – 4:30 p.m. |
| Arkansas Valley Community Center | La Junta and Otero County serving people with disabilities and the elderly. | 7:30 a.m. – 5:00 p.m., Mon. – Fri. Fares are \$0.50 in town and \$1 between towns. |
| Prowers Area Transit Services | Lamar and outlying area. | 7:00 a.m. – 5:00 p.m., Mon. – Fri. Lamar: \$1.25; Outlying areas - \$5.00 round-trip. |

Aging Services

Three Area Agencies on Aging (AAA) serve this region: the Pueblo AAA, the Lower Arkansas Valley AAA, and the South Central Council of Governments AAA. These services are often coordinated with the public transportation provider, either operated as a joint program or both programs operate by a single agency.

The Pueblo AAA contracts with the Senior Resource and Development Agency, known as SRDA, for transportation for older adults. Services are provided to congregate meal sites, for medical trips, and grocery shopping. SRDA also provides services for older adults in rural Pueblo County, including Avondale, Boone, Blende, Salt Creek, Rye, Colorado City, and

Pueblo West. SRDA also provides the Citi-Lift paratransit service for City of Pueblo. SRDA provides trips to medical appointments, congregate meal sites, and provides back-up services to local senior centers. These local centers may have a van to use locally, but occasionally need back-up services.

The South Central Council of Governments operates a combined transportation program for both the general public and AAA clients, as described above. In addition, the local senior center maintains a van for activity trips.

Lower Arkansas Valley AAA contracts with senior centers and other transportation providers in each county to provide transportation to nutrition sites, medical appointments, and shopping trips. The services vary by county, as described above.

Community Centered Boards

Four Community Centered Boards provide services in the region. Three of these provide transportation services for medical appointments, jobs, day programs, shopping, recreational sites, leisure activities, and adult education programs.

In Pueblo, Pueblo Diversified Industries, a workshop and training facility for developmentally disabled individuals, used to operate transportation but no longer does so. Many clients now use Citi-Lift. Blue Sky, the Community Centered Board in Pueblo, has also stopped operating transportation services, instead relying on the fixed-route and paratransit systems. Pueblo Transit works with Blue Sky, providing free bus passes so Blue Sky can provide mobility training to DD individuals.

| Southeast Community Centered Boards | | | | |
|--|-------------------------------------|---|---|---|
| | No. of Vehicles | Provide bus passes? | Where are services provided? | Other |
| Arkansas Valley Community Center | 27 | Yes | Otero, Crowley, and Western Bent Counties | 85% of transportation services are in Otero County. |
| Colorado Bluesky Enterprises, Inc. | None | Yes | Pueblo | Discontinued transportation due to cost. |
| Southeastern Colorado Developmental Disabilities, Inc. | 18 (includes vans, trucks and cars) | No | Baca, Eastern Bent, Kiowa, and Prowers Counties | |
| Southern Colorado Developmental Disabilities, Inc. | 30 (includes vans, trucks and cars) | Contract with the local COG for public transportation services to their facility. | Huerfano and Las Animas Counties | Located with the Las Animas Rehabilitation Center. Jointly share a fleet of vehicles. |

Veterans

Veterans needing services have Community Based Outpatient Clinics in La Junta, Lamar, and Pueblo. The Denver VA hospital serves this region. In Walsenburg, there is a VA State Nursing Home.

Employment and Education

A variety of junior colleges and universities are located in the region, as listed in the following table.

| Town | College or University |
|----------|---------------------------------|
| Pueblo | University of Southern Colorado |
| | University of Phoenix |
| | Pueblo Community College |
| Trinidad | Trinidad State Junior College |
| La Junta | Otero Junior College |
| Lamar | Lamar Community College |

The nine counties in southeastern Colorado have 32 school districts between them. There are three Boards of Community Education Services (BOCES) in this region, where both local school districts and colleges coordinate their services. These are Southeastern BOCES (13 School Districts, 1 Junior College), South Central BOCES (15 School Districts, one Junior College, one University) and Santa Fe Trail BOCES (five School Districts).

| Workforce Area | WorkForce Center | Counties Served |
|----------------------|------------------|-----------------------------------|
| South Central Region | Trinidad WFC | Las Animas County |
| | Walsenberg WFC | Huerfano County |
| Pueblo Region | Pueblo WFC | Pueblo County |
| Southeast Region | Rocky Ford WFC | Otero, Crowley and Bent Counties |
| | La Junta WFC | Otero County |
| | Lamar WFC | Prowers, Baca, and Kiowa Counties |

The region is covered by three Workforce Investment Areas and has a variety of WorkForce Centers, as listed in the following table. Note that the South Central Region also includes Costilla, Conejos, Alamosa, Rio Grande, Mineral, and Saguache Counties. With the exception of Pueblo County, the Workforce Investment Areas are part of the rural consortium and operated by the State.

14 Head Start programs operate in the region. One program in La Junta operates at Otero Junior College. Each of these programs provides transportation for its participants.

| Head Start Programs | |
|---------------------|---|
| Pueblo | 8 |
| Lamar | 2 |
| La Junta | 2 |
| Las Animas | 1 |
| Trinidad | 1 |

Mental Health Organizations

There is one Behavioral Health Organization (BHO) that serves as the Colorado Medicaid Mental Health Program for Southeastern Colorado, Colorado Health Networks. It is located in Colorado Springs and serves 43 counties throughout the State. There are two Colorado Community Mental Health Centers (CMHCs) in Southeastern Colorado, which are located in La Junta and Pueblo.

Southwest Colorado

The southwest portion of Colorado includes three distinct regions, separated by tall mountain ranges.

San Luis Valley Saguache, Mineral, Rio Grande, Alamosa, Conejos, and Costilla Counties.

San Juan Basin Archuleta, La Plata, Montezuma and Dolores Counties, including the Ute Mountain and Southern Ute Indian Reservations.

Gunnison Valley Dolores, San Miguel, Ouray, Hinsdale, Gunnison, Montrose, and Delta Counties.

The southwest includes mountains with a rich history in mining, and this continues to be a source of economic activity. Tourism is a large segment of the economy in several areas: Durango, Telluride, Crested Butte, the Black Canyon of the Gunnison, and Mesa Verde are among the top sites for tourism. In communities with winter tourism, the public-transit networks are comprehensive. In addition to local services, many have some regional service for employees living outside the resort community.

This region also includes some of the poorest areas of the State, including the San Luis Valley and the Indian Reservations. Many of the rural counties have employment and services, but they are some distance away. Basic medical services are located in the major communities, and residents in outlying areas must travel to access them. It is also common for residents of the southwest to travel to Grand Junction or the Front Range for specialized medical services or evaluation. Either location requires travel over a major mountain pass.

Archuleta County is a good example of effectively coordinating transportation services within the county, combining public-transit, medical, and employment/training trips, and addressing the need for regional travel.

The Region 10 League for Economic Assistance and Planning (Region 10 LEAP) shows how a group of counties can work together to provide effective services. While Region 10 LEAP primarily focuses on economic development and planning, it also serves as an umbrella agency for human-services, employment services, and transportation.

Even within the three regions of southwestern Colorado, the topography presents barriers to travel. The many governments and the poverty in many of the southern counties also present challenges in coordinating transportation services, as local matching funds have historically been difficult to obtain.



Figure 9 Southwest Colorado Region

Public-Transit

San Luis Valley: No general public-transit service is available.

San Juan Basin: A total of five operators provide regional and local services. Durango is a key regional center for shopping and medical services, as is Farmington, NM. Three counties (no services are provided in Dolores County) and two Indian Tribes operate services. Some are coordinated with the senior services.

| San Juan Basin | |
|--|--|
| Mountain Express <i>Local</i> | Pagosa Springs and US 60 corridor to Turkey Creek. |
| Durango Lift <i>Local</i> | <u>The Lift</u> provides local fixed-route service Mon. – Sat. in Durango. Most are 12-hour days, with late night Fri. – Sat. Fare: \$1.00. <u>The Trolley</u> runs on Main Street. Fare: \$0.50. <u>Opportunity Bus</u> provides demand response service within a 10-mile radius of Durango. Fare: \$2.00 in town. |
| Montezuma Senior Services <i>Local and Regional</i> | Operates demand response service in Montezuma County. <i>Cortez:</i> Weekdays, 8:30 a.m. – 4:30 p.m. <i>Dolores and Mancos:</i> Mon/Wed/Fri service to Cortez. |
| Southern Ute Community Action Program (SUCAP) <i>Regional</i> | Ignacio Roadrunner provides regional service between Ignacio and Durango, Mon. – Fri., three times per day. Service in Ignacio operates within 5-miles of Ignacio. |
| Ute Mountain Tribe Transit <i>Regional</i> | Four daily trips from Towaoc to Cortez, weekdays. Fare: \$0.75. A Casino Shuttle also serves employees and visitors, with service between 4 p.m. and 1 a.m. to Cortez. Operates seasonally. |
| Gunnison Valley | |
| Mountain Express <i>Local</i> | Within and between the towns of Crested Butte and Mt. Crested Butte. Free. Paratransit service available. |
| Mountain Village Metropolitan District <i>Local and Regional</i> | <u>Gondola</u> connecting Mountain Village and Telluride. <u>Chondola</u> connecting golf course, residential area and Mountain Village core. <u>Shuttle Bus</u> runs when the Chondola is not operating. <u>Dial-A-Ride</u> serves other parts of Mountain Village. <u>Commuter Vehicles</u> to Nucla, Norwood, Montrose, Ridgeway, and Cortez. |
| Gunnison Valley Rural Transit Authority <i>Regional</i> | <u>The Shuffle</u> provides employee transportation between Gunnison and Crested Butte during the ski season. Fare: \$1.50. |
| Town of Telluride: Galloping Goose <i>Local and Regional</i> | Seasonal routes in town, also provides shuttle when Gondola is closed. Down-valley shuttle year-round |

Gunnison Valley: There are four public-transit agencies, with many services geared to the resort towns of Telluride and Crested Butte. The services include fixed-route and demand response transit services as well as a Gondola and a Chondola (a cross between a chairlift and a gondola). The latter two connect the Mountain Village with the town of Telluride, and when the volume of riders is low, a shuttle bus replaces it. There is, however, a need for general public-transit in other communities.

Aging Services

Three Area Agencies on Aging provide services in this region, mirroring the three geographic areas described above. In each area, different models have developed.

San Luis Valley: Five nonprofit senior centers provide services in the Valley. The largest is the Tri-County Senior Citizens and Housing, which serves Rio Grande, Mineral, and Saguache Counties, and offers a full range of housing, transportation, nutrition, and social services. Alamosa Senior Citizens also provides a wide range of services. The centers in counties with smaller populations provide more limited services.

| San Luis Valley |
|--|
| Costilla County Senior Citizen Club |
| Alamosa Senior Citizens |
| Antonito Senior Center |
| Northern Seniors |
| Tri-County Senior Citizens and Housing |

San Juan Basin: Six different organizations – a county, a nonprofit senior center, the AAA, a community action agency, and a tribal planning department – provide services in this region. Although the organizations do not appear coordinated, within three of them several

| San Juan Basin |
|--|
| Archuleta County Senior Program |
| San Juan Area Agency on Aging |
| Montezuma Senior Services |
| Dolores Senior Services |
| Southern Ute Community Action Agency |
| Ute Mountain Ute Senior Citizens Program |

different programs exist. Archuleta County operates both a general public-transit and senior service, and provides a demand response service under contract with the county Social Services Department (including a Colorado WorkForce program). In the San Juan AAA region, both Montezuma Senior Services and Dolores Senior Services provide transportation.

Montezuma Senior Services

operates a coordinated general public and senior transportation program based in Cortez. Dolores Senior Services provide senior transportation in Cahone and Dove Creek. SUCAP operates a variety of transportation programs – general public, senior, Head Start, and services for an alcohol recovery program – although each operates separately.

| Gunnison Valley |
|---|
| Delta County Council on Aging |
| Hinsdale County Council on Aging |
| Montrose County Accessible Transportation |
| Ouray County Council on Aging |
| San Miguel County Senior Transportation |
| Two Buttes Senior Citizens, Inc. |
| Gunnison County – Young at Heart |

Gunnison Valley: The Region 10 League for Economic Assistance and Planning, an alliance of government and business, houses the Area Agency on Aging. It provides an umbrella for senior services operated by each county Council on Aging as well as other county Social Service Department functions.

Community Centered Boards

Three Community Centered Boards provide services to individuals with developmental disabilities in the region. The three Community Centered Boards listed below provide transportation services for medical appointments, jobs, day programs, shopping, recreational sites, leisure activities, and adult education programs.

| Southwest Community Centered Boards | | | | |
|---|---------------------------|----------------------------|---|---|
| | No. of Vehicles in Fleet | Provide bus passes? | Where are services provided? | Other |
| Blue Peaks Developmental Services, Inc. | | No; no fixed-route service | | History of coordination. |
| Community Connections, Inc. | 1 Van | Yes | Archuleta, Dolores, La Plata, Montezuma, and San Juan Counties | Satellite office in Cortez uses the senior center's transportation service for some trips. |
| Community Options, | None, all volunteer based | No, no fixed-route service | Delta, Gunnison, Hinsdale, Montrose, Ouray, and San Miguel Counties | Previously used a voucher system with the Delta/Montrose Taxi. The taxi service is no longer in business. |

Veterans

There are Community Based Outpatient Clinics in Durango and Montrose. The nearest VA Medical Center is in Grand Junction.

Employment and Education

A variety of community colleges, State colleges, and universities are located in the region, along with two technical/vocational schools, as listed in the following table. Mesa State University, Pueblo Community College, and Trinidad Junior College have campuses in the region. The institutions in Durango and Cortez serve the entire Four Corners region, including an emphasis on serving Native Americans.

| Area | Town | College or School |
|-----------------|----------|---------------------------------|
| San Luis Valley | Alamosa | Adams State College |
| | Alamosa | Trinidad Junior College Campus |
| San Juan Basin | Durango | Fort Luis College |
| | Durango | San Juan Basin Technical School |
| | Cortez | Pueblo Community College - SW |
| Gunnison Valley | Gunnison | Western State College |
| | Delta | Delta-Montrose Voc Tech Center |
| | Montrose | Mesa State – Montrose Campus |

There are four Boards of Community Education Services (BOCES) where both local school districts and colleges coordinate services. These are the San Luis Valley BOCES (14 School Districts and one College), the San Juan BOCES (five School District and one College), the Uncompahgre BOCES (five School Districts), and Southwest BOCES (four School Districts and one College).

The region is covered by three Workforce Investment Areas and has a variety of WorkForce Centers, as listed in the following table. The South Central Workforce Region also includes Huerfano and Las Animas Counties, although not included in this listing. The WorkForce Centers are co-located with Vocational Rehabilitation services.

| Area | WorkForce Center | Counties Served/Comments |
|---|----------------------------|---|
| San Luis Valley (South Central Region) | Alamosa WFC | Alamosa, Costilla and Conejos Counties |
| | Center Workforce Satellite | Located at Center Branch Library |
| | Conejos County Satellite | Located at Conejos County Department of Human Services |
| | Monte Vista WFC | Rio Grande, Saguache and Mineral Counties |
| | San Luis Satellite | Located with Rocky Mountain SER and Head Start |
| San Juan Basin (Southwest Region) | Cortez WFC | San Miguel, Dolores, San Juan and Montezuma Counties |
| | Durango WFC | La Plata, and Archuleta Counties |
| | Pagosa Springs WFC | Archuleta County, located with Department of Labor and Employment |
| Gunnison Valley (Western Region) | Delta WFC | Delta County |
| | Gunnison WFC | Gunnison and Hinsdale Counties |
| | Montrose WFC | Montrose, Ouray, Delta and East San Miguel Counties |
| | Ridgeway WFC | Ouray County |
| | Telluride WFC | San Miguel County |

Head Start programs are operated throughout the region, providing their own transportation services for school and program activities.

| Area | Location | Operated By/Comments |
|-----------------|-------------|--|
| San Luis Valley | Conejos | Conejos/Costilla Community Action Agency, Inc. |
| | Alamosa | Alamosa Head Start, Inc. |
| | Monte Vista | Monte Vista Head Start |
| | Center | Saguache County Community Council |
| | Del Norte | Del Norte Town Council |
| San Juan Basin | Towaoc | Ute Mountain Ute Tribe |
| | Durango | Durango Four C Council Tri-County |
| | Ignacio | SUCAP |
| Gunnison Valley | Montrose | Montrose County School District REIJ |

Mental Health Organizations

There is one Behavioral Health Organization (BHO) that serves as the Colorado Medicaid Mental Health Program for Southwestern Colorado, Colorado Health Networks. It is located in Colorado Springs and serves 43 counties throughout the State. There are three Colorado Community Mental Health Centers (CMHCs) in Southwestern Colorado, which are located in Durango, Alamosa, and Montrose.

Western and Mountain Region

This region includes the counties along the I-70 corridor: Mesa, Garfield, Eagle, Summit, and Pitkin County. Mesa County is the most populous, with many regional services located in Grand Junction, an urban area. The population is stable compared to that in the resort towns and has a high proportion of retirees. The economy is also significantly different than that in the mountain resort counties, with tourism just one facet of a diverse economy.

In the remaining counties, resort economies predominate. High mountain passes, narrow valleys, and a limited roadway network separate the resort communities. The counties in this region do not join together to form a natural and cohesive region. Just the opposite has occurred. Each area developed independently and human-service program delivery regions were formed based on practical and historical relationships.

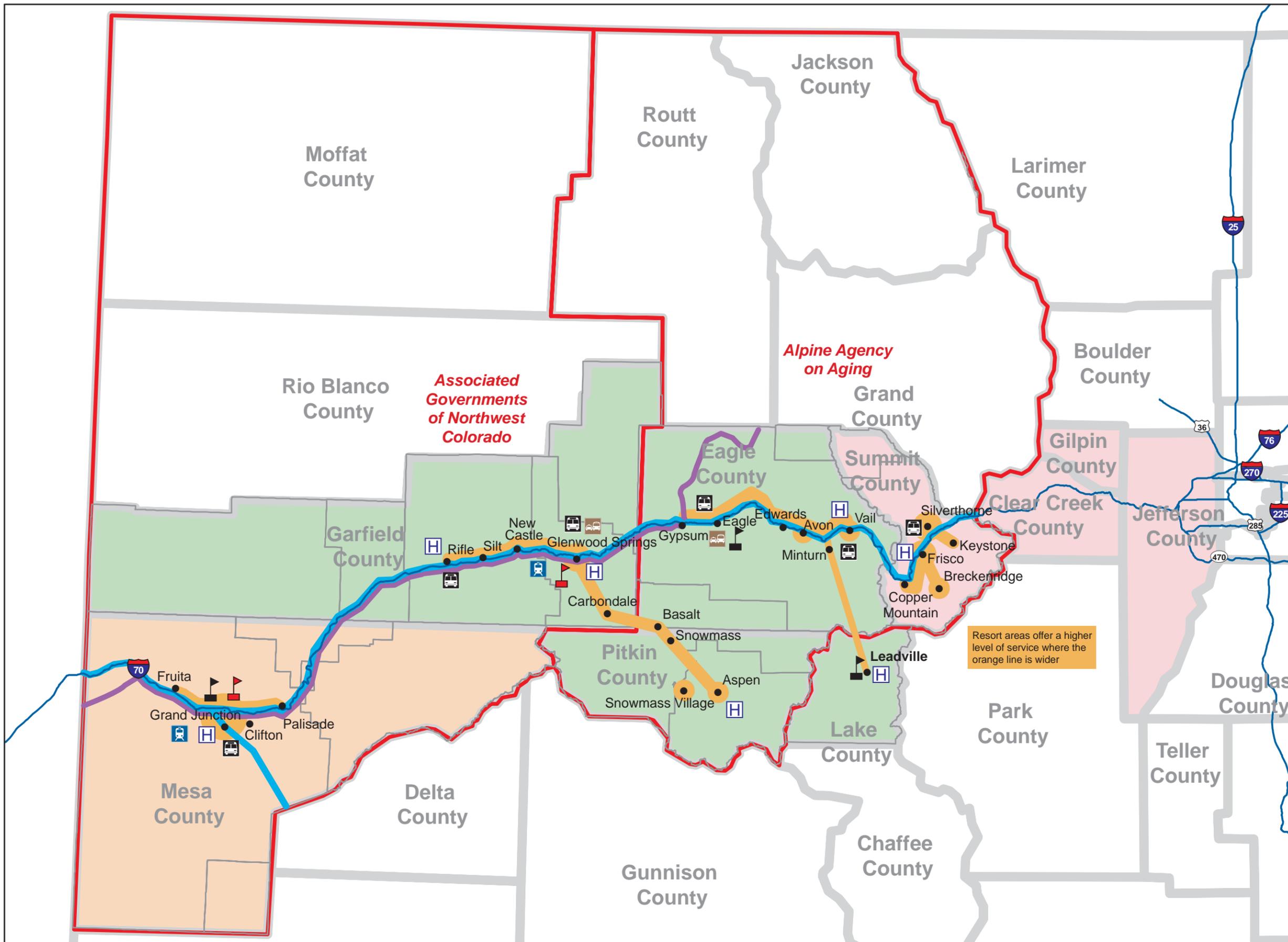
From a transit perspective, the Roaring Fork Transit Authority links Pitkin and Garfield Counties. Mesa County and Summit County each have a primary transit system. Eagle County has a countywide system providing regional service and local systems in Vail and the Avon/Beaver Creek area.

From the perspective of Aging Services, the regional connections are different. Mesa and Garfield Counties are served by a region that includes Rio Blanco and Moffat Counties while Eagle, Pitkin, and Summit share a region with Routt, Jackson and Grand Counties.

The Community Centered Boards have a different division for services. Mesa County is freestanding. Summit County is in a region with Gilpin, Clear Creek, and Jefferson Counties. Garfield, Eagle, and Pitkin Counties draw Lake County into a third region.

Overall this region has excellent transit services. The region is home to some of the largest transit systems in the State. Each of the major areas has a local dedicated tax and some towns have committed significant general fund dollars for their systems.

The human-service program transportation needs have a somewhat different emphasis in the mountain resort counties than in Mesa County. The high level of transit service provides important support for the human-service program clients.



Legend

- Hospitals
- Senior Center Transportation Service
- Community Colleges
- Headstart Locations
- Amtrak Route
- Amtrak Stations
- Greyhound/TNM&O
- Greyhound/TNM&O Stations
- Fixed Route Services
- School Districts
- Area Agencies on Aging

Community Centered Boards

- Mountain Valley Dev. Services, Inc.
- Mesa Dev. Services, Inc.
- Dev. Disabilities Resource Center, Inc.
- County Boundaries
- Communities
- Freeway System

Resort areas offer a higher level of service where the orange line is wider

Icons represent service availability within each city; they are not exact locations.
GIS data source: ESRI, U.S. Census

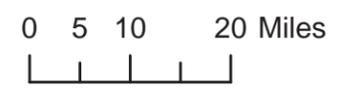


Figure 10 Western and Mountain Region

Transit Services

A variety of governmental mechanisms provide transit services, as the local governmental jurisdictions have sought to build financial support for the services deemed necessary in each community. The development of services has taken a different tack in Mesa County than in the resort communities.

The resort areas have been developing transit services for 25 years in response to the need to move tourists, to enable more dense development than would be possible with auto-oriented developments, and to provide services for employees who often live outside the resort community.

In Summit and Eagle Counties, countywide systems have developed that provide connections between communities and basic services within communities. These are both operated under the auspices of the county government and are supported by dedicated sales taxes. In addition, Breckenridge in Summit County and Vail and Avon in Eagle County operate locally funded services. Vail is one of the largest systems in the State, carrying 3.2 million passengers annually.

| Counties Served | Transit Provider |
|---|--|
| Summit County | Summit Stage Regional service connecting Silverthorne, Frisco, Keystone, Dillon, and Copper Mountain. Limited local services. Paratransit service through its Mountain Mobility service. Daily service from 6:30 a.m. – 1:30 a.m. Free. |
| | Breckenridge Free Ride Local transit and parking lot shuttles, Free. Daily service from 6:30 a.m. – midnight. |
| Eagle County | ECO Transit Serves Avon/Beaver Creek, Leadville, Redcliff, Minturn, Vail, Edwards, Eagle, Gypsum, and Dotsero. Paratransit service available \$3-5 fare based on travel. Daily service from 4:30 a.m. – 3:30 a.m. |
| | Avon-Beaver Creek Transit Local route in Avon and Beaver Creek. Daily service from 5 a.m. – 2 a.m. Free. |
| | Town of Vail Transit Local service in Vail. Daily service from 6:00 a.m. – 2:00 a.m.. Free. |
| Pitkin County Portions of Garfield and Eagle Counties | Roaring Fork Transit Commuter service between Aspen and Glenwood Springs, serving the Roaring Fork Valley, Glenwood to Rifle, intracity service in Aspen and Glenwood Springs, ski shuttle service to four ski areas, Maroon Bells guided bus tours, paratransit service and a variety of seasonal services. Daily Fares and schedules vary. |
| | Town of Snowmass Village Shuttle service in Snowmass Village, connecting with RFTA service. Daily service. Free. |
| Mesa County | Grand Valley Transit Local fixed-route service in Grand Junction, with service to Fruita and Palisades. Paratransit service available. Mon. – Sat.; 5:45 a.m. – 7:15 p.m. Fares: \$1 fixed-route; \$2 paratransit. Discounts available. |

Roaring Fork Transportation Authority, a rural transit authority, operates in Pitkin and portions of Garfield and Eagle Counties, carrying 3.5 million passengers annually. Snowmass Village also operates additional local services. Roaring Fork Transit Authority does not serve all of Garfield County – services are limited to Glenwood Springs, New Castle, Rifle, and Silt. Despite complex jurisdictional boundaries, the communities in the resort regions have worked out taxing rates that reflect the services provided to each.

Development of transit services in Mesa County occurred later than in most urban areas of Colorado. Mesa County developed a transit program using the Federal Transit Administration funds the Grand Junction urban area receives and building upon the foundation of services previously provided by Mesability, a private nonprofit entity. Services are provided in Grand Junction, Fruita, and Palisade. They are guided by the elected officials serving on the Grand Valley Regional Transportation Committee. This committee serves as the policy body for Grand Valley Transit and as a policy committee for the Metropolitan Planning Organization for the urban area. Services are provided through a contract with Mesability, Inc.

Aging Services

The Alpine Agency on Aging serves Summit, Eagle, and Pitkin Counties, along with three counties to the north (Routt, Jackson, and Grand County). In the intermountain region, the senior center in Eagle provides transportation services. These senior centers rely upon local transit services. Summit Stage provides significant services for seniors in Summit County, as does Roaring Fork Transportation Authority in Pitkin County.

The Associated Governments of Northwest Colorado serves as the Area Agency on Aging for Garfield and Mesa Counties, along with Rio Blanco and Moffat Counties to the north. In Garfield County, transportation services are provided by the Colorado Mountain College senior/disabled transportation service known as The Traveler. This program operates in Glenwood and rural Garfield County. The Traveler provides mealsite transportation, operates trips for shopping, medical, work, and to enable residents to access a wide range of services, and transport bulk food for the nutrition programs.

In Mesa County, transportation services are provided by Mesability, the same agency that operates Grand Valley Transit. A wide range of trips are provided, including mealsite and medical trips. Different fleets are used for the public-transit service than for services provided to older adults. The Area Agency on Aging also provides adult day care and contracts for transportation to that program.

| Agency | Counties | Transportation |
|---|--|--|
| Mesa Developmental Services, Inc. | Mesa | 28 vehicles serving Grand Junction and Clifton. They also contract out services to MesAbility, Laidlaw, and Sunshine Taxi. |
| Mountain Valley Developmental Services, Inc. | Garfield, Eagle, Pitkin, and Lake | Provides client transportation and encourages client use of public-transit services. |
| Developmental Disabilities Resource Council, Inc. | Summit County, along with Gilpin, Clear Creek, and Jefferson Counties. | Uses Summit Stage and provides additional client transportation. |

Community Centered Boards

Three Community Centered Boards serve the counties in this region, and both coordinate with local transit providers and provide transportation services for clients outside the local transit service area. One of the three Colorado Regional Service Centers for those developmentally disabled individuals with the most significant disabilities is located in Grand Junction. This agency also provides transportation services, as its residents are unable to use public-transit.

Other Transportation Services

Taxi service is available in all of the counties in this region.

The Center for Independence, serving a 13-county region, provides transportation for individuals with disabilities using federal funds for vocational rehabilitation and programs for individuals with vision impairments. Colorado West Mental Health serves much of western Colorado and provides transportation for clients in Grand Junction.

Another private nonprofit agency, Hilltop Community Resources, Inc., operates 20 demand-response vehicles to serve clients in a variety of programs. Their programs include congregate meals for the Area Agency on Aging, residential services for people who have head injuries, juvenile shelter and detention, and senior retirement and assisted living.

Veterans

The VA Medical Center located in Grand Junction serves this region. The Disabled American Veterans (DAV) operates a significant volunteer driver program to assist veterans in accessing the facility.

Employment and Education

A variety of junior colleges and State universities are located in the region. Most of the counties in the region have only one school district, although there are three in Mesa County. There are three Boards of Community Education Services (BOCES) where both local school districts and colleges coordinate services. The Northwest BOCES has (six School Districts), Rio Blanco (two School Districts), and Grand Valley (one School District and one College).

The region is covered by two Workforce Investment Areas and has a variety of WorkForce Centers, as listed in the following table. Mesa County operates their WorkForce Center but the remainder is part of the rural consortium.

| Town | College or School |
|---------------------|---|
| Grand Junction | Colorado State University – Mesa County Extension |
| | Mesa State College |
| | Unified Technical Education Center (UTEC) |
| Glenwood Springs | Colorado Mountain College with branches in: - Aspen - Dillon - Carbondale - Rifle - Breckenridge - Vail - Leadville |

| Area | WorkForce Center | Comments |
|---------------------|----------------------|------------------------|
| RURAL RESORT REGION | Edwards WFC | Serves Eagle County |
| | Frisco WFC | Serves Summit County |
| | Glenwood Springs WFC | Serves Garfield County |
| | Leadville WFC | Serves Summit County |
| MESA REGION | Grand Junction WFC | Serves Mesa County |

14 Head Start programs are operated in the region, and most are operated independently. One of the Grand Junction programs has two sessions. Each of these programs provides transportation for its participants. A program in Silverthorne is based at an elementary school.

| Head Start Programs | |
|---------------------|---|
| Grand Junction | 4 |
| Fruita | 1 |
| Palisade | 1 |
| Avon | 1 |
| Eagle | 2 |
| Gypsum | 1 |
| Frisco | 1 |
| Dillon | 1 |
| Breckenridge | 1 |
| Silverthorne | 1 |

Mental Health Organizations

There is one Behavioral Health Organization (BHO) that serves as the Colorado Medicaid Mental Health Program for Western Colorado, Colorado Health Networks. It is located in Colorado Springs and serves 43 counties throughout the State. There is one Colorado Community Mental Health Center (CMHC) in Western Colorado, which is located in Glenwood Springs.

III. Literature Review

Document Listing

CDOT Regional Transportation Plans – Transit Element

Strengths and Needs Assessment of Older Adults in the State of Colorado

Transportation Special Project of the Colorado Foundation for Medical Care

Colorado Human Services Transportation Coordination Study

TCRP REPORT 09: Transit Operations for Individual with Disabilities

TCRP REPORT 21: Strategies to Assist Local Transportation Agencies in Becoming Mobility Managers

TCRP REPORT 28: Transit Markets of the Future: The Challenge of Change

TCRP REPORT 49: Using Public Transportation to Reduce the Economic, Social and Human Costs of Personal Immobility

TCRP REPORT 82: Improving Public Transit Options for Older Persons

TCRP REPORT 91: Economic Benefits of Coordinating Human Service Transportation

TCRP REPORT 101: Toolkit for Rural Community Coordinated Transportation Services

TCRP REPORT 105: Strategies to Increase Coordination of Transportation Services for the Transportation Disadvantaged

Handbook for Coordinating Transportation Services: Volumes I & II

Federal Funding Resources (CTAA)

Building Mobility Partnerships for People with Disabilities: Opportunities for Federal Funding and Promising Practices

Coordinated Transportation Systems

Older Americans 2004: Key Indicators of Well-being

Planning Guidelines for Coordinating State and Local Specialized Transportation Services

Profile of Older Americans, 2003

Senior Mobility Toolkit

CDOT Regional Transportation Plans – Transit Element

Year: 2004

Contents:

- These are a series of reports, one for each of CDOT's transportation planning regions, describing existing transit services, demand, and both desired and financially constrained plans for the future.
- Each report is individually prepared, and they vary in level of detail and attention to human-service or specialized transportation providers.
- These reports present the services from the perspective of Colorado's overall transportation network. The rural regions of the State update these plans every six years and the urban areas update them every three years.

Relevance to Colorado Mobility: High – an invaluable reference

Comments: These reports provide the most current and detailed listing of transit services available throughout the State. Obtain these reports through the Regional Transportation Planning Commission office or through Colorado Department of Transportation.

Strengths and Needs Assessment of Older Adults in the State of Colorado

Prepared for the Colorado Department of Human Services, Division of Adult and Aging Services by the National Resource Center

Year: 2004

Contents:

- This is the State summary. Individual reports are also available by region.
- The results of extensive surveys of older adults regarding the strengths in their communities and needs they have for services or assistance.
- Provides a detailed demographic portrait of the older adult population.

Relevance to Colorado Mobility: Medium - High

Comments: These reports provide excellent demographic data. The regional reports will provide others with a well-rounded view of priorities for older adults in each region.

Transportation Special Project of the Colorado Foundation for Medical Care

Year: 2000

Contents:

- This report documents a project to evaluate:
 - An analysis of how non-emergency transportation services operate and the resources available to fund alternative structures.

- A comparison of the Medicaid rate structure for transportation with costs to other programs.
- A review of structures in other states.
- Recommendations to improve Colorado's service delivery.
- This report was a key element in the 2003-04 changes in the Colorado non-emergency Medicaid transportation program.

Relevance to Colorado Mobility: Medium

Comments: This provides good background information on non-emergency Medicaid Transportation. A historical reference that is most useful at the State level. While it presents a good picture of what existed at the time, many of the programs have changed substantially since it was written.

Colorado Human Services Transportation Coordination Study

Prepared for Colorado Department of Transportation and Colorado Human Services Coordinating Council

Year: 1994

Contents:

- Inventory or programs.
- On-site reviews of sample providers.
- Research on school systems and insurance issues.

Relevance to Colorado Mobility: Medium-Low

Comments: This provides a historical reference that is most useful at the State level. While it presents a good picture of what existed at the time, many of the programs have changed substantially since it was written.

TCRP REPORT 09: Transit Operations for Individual with Disabilities

Year: 1995

Contents:

- Compendium or "menu" of options/services to improve/integrate mobility for people with disabilities. Where these services have been implemented (Practices identified by 95 transit agencies).
- Methodology for transit managers and planners to design and evaluate integrated transit systems that (1) provide accessible integrated service complying with the Americans with Disabilities Act of 1990 (ADA); (2) facilitate the appropriate use of

paratransit service; and (3) support service or system enhancements to encourage travel on accessible fixed-routes by individuals with disabilities.

- Organizational options for providing these services (i.e. in-house, contracting, subsidy, etc.)

Relevance to Colorado Mobility: High

Comments: Does not focus on the elderly, however many elderly may have physical mobility challenges and services often are designed to cater to both. Looks at the variety of options for these populations beyond paratransit.

Focus on the transit agency in fulfilling these mobility needs, and coordination of various service types (though not necessarily with other agencies).

TCRP REPORT 21: Strategies to Assist Local Transportation Agencies in Becoming Mobility Managers

Year: 1997

Contents:

- Compendium or “menu” of mobility management options, including industry examples.
- Case studies of seven agencies that are successful in mobility management.
- Discussion of institutional barriers (internal and external) to transportation agencies becoming mobility managers, suggests some solutions, and describes the experience of agencies in overcoming these barriers (both successful and unsuccessful).
- Suggests actions to promote mobility management, for the transportation agency itself as well as local, state, and national governments and other organizations.

Appropriateness to Colorado Report: High

Comments: Focuses on coordination and institutional barriers to coordination of transportation services, including funding issues. Looks at the problem from the transit agency viewpoint, and does not focus specifically on elderly transportation needs or services, but it addresses many problems that are pertinent to this project.

TCRP REPORT 28: Transit Markets of the Future: The Challenge of Change

Year: 1998

Contents:

- Services that transit agencies have used that counteract the trend of decreasing ridership, by addressing the needs of one or more transit niche markets (including people with disabilities and those aged 50 and over, and those aged 65 and over.)

Relevance to Colorado Mobility: Medium

Contents: This report looks at identifying portions of the population that have a higher propensity to using transit, identifying ways to halt or reverse the trends toward reduced transit use in these markets by catering to their specific needs. It details service attributes sought by these niche markets and specific services with these attributes.

Another useful part of the report, in Ch. 3, assesses the short and long-term cost effectiveness of service options in terms of marginal cost per rider. The report concludes with the societal impacts of implementing these services, and the implications to the industry of adopting this approach to increasing ridership.

TCRP REPORT 49: Using Public Transportation to Reduce the Economic, Social and Human Costs of Personal Immobility

Year: 1999

Contents:

- Key barriers to improving mobility, and services to address this.
- Successful practices develop partnerships, blend resources, bundle services, plan regionally, and assist in economic development.
- Economic analysis of the consequences of immobility; the guide describes five recommended steps for economic analysis.
- A series of detailed case studies.
- A compendium of existing operational and community-based practices in the following categories: Access to Jobs, Filling Mobility Gaps, Coordination with Health and Human Services, Elderly Services, Youth Services, Transit Oriented Development, and Vehicle Programs.

Relevance to Colorado Mobility: Medium-high

Comments: The economic analyses section may help Colorado perform a similar analysis, and/or make the case that coordination is important.

The compendium section is a great resource for what has been done in a variety of locations; beyond the above categories, it the individual programs/services include information on cost sharing and cooperation between agencies where appropriate.

TCRP REPORT 82: Improving Public Transit Options for Older Persons

Year: 2002

Contents:

Volume 1 is the handbook portion, summarizing Volume 2. Volume 2 contains:

- In-depth analysis of demographic trends, current travel behavior, and future implications of the growth in the elderly population.
- Mobility preferences and service quality measures from the industry and older person perspectives.
- Programs and services that address needs and preferences of seniors, and physical and financial limitations.
- Focus Groups with elderly travelers.
- Examples and viewpoints from transit agencies.

Relevance to Colorado Mobility: Medium

Comments: Most useful for the demographic trend analysis and the older adult focus group findings.

TCRP REPORT 91: Economic Benefits of Coordinating Human Service Transportation

Year: 2002

Contents:

- Overview of economic costs and benefits of coordination.
- Strategies to achieve economic benefits, incl. coordination strategies, tapping funding, reducing costs, increasing productivity, expanding services (there's a chapter for each of these).
- Incentives, barriers, cautions, and other issues concerning coordination.
- Coordination experience from around the country.

Relevance to Colorado Mobility: High to very high

Comments: This report comprehensively covers all economic aspects of human- service transportation coordination. It realistically makes the case for coordination in terms of money saved, which can then be used to expand services.

TCRP REPORT 101: Toolkit for Rural Community Coordinated Transportation Services

Year: 2004

Contents:

- Strategies, practices, and model processes for to coordinate rural transportation services.
- Barriers to coordination, problems that may arise.
- Improvement of existing coordination programs.
- Addresses specific needs, issues, questions that agencies typically have.
- Lessons learned from successful efforts.
- Case studies.
- Frequently asked questions.
- Statewide coordination: model processes, state profiles, problems and solutions.

Relevance to Colorado Mobility: High to very high

Comments: A handbook for transportation providers considering coordination, this report covers all aspects of coordination, not only the economic aspects (as in TCRP Report 91).

TCRP REPORT 105: Strategies to Increase Coordination of Transportation Services for the Transportation Disadvantaged

Year: 2005

Contents:

- Case studies, best practices, advice from practitioners, and additional resources.
- Types of service, locating services, planning, budgeting, and promoting.
- Funding—resources for finding federal, other public, and private sources for all aspects of transportation provision, planning.
- Use of technology.

Relevance to Colorado Mobility: High to very high

Comments: Like Report 101, this report is relatively comprehensive in its coverage of issues related to coordination. It partially overlaps, but is written for a different audience: i.e. policy makers, and those in state, regional, or even local agencies that could spearhead a coordination effort. It is also not focused on any one type of human-service transportation, or any one type of service area.

Handbook for Coordinating Transportation Services: Volumes I & II

Year: October 1997, re-issued July 2003

Contents of Volume I:

- Check lists at the end of each step.
- Supplementary materials such as forms, sample resolutions, budgets, etc., that agencies can use/alter as they see fit.
- Best practices.
- References to the other volume of the guide where there is more detailed information on the particular topic.
- Each chapter begins with a more detailed TOC, explanation of who should read the chapter, and where it fits within the handbook.

Contents of Volume II:

- Detailed descriptions of necessary/potentially necessary steps to implementing a coordinated transportation system, such as starting a new nonprofit in the State of Ohio.
- Additional literature resources at the end of each section, where appropriate.
- Supplementary information, such as fare structures, sample RFPs and contracts, MOUs, etc.

Relevance to Colorado Mobility: High

Comments: This report will be most useful as a resource for human-service agencies in Colorado that have no background on coordination. It provides a simple step-by-step process for understanding coordination and how to plan for a coordinated program, including determining what type of coordination model is best.

The two volumes of the Ohio DOT guide are meant to work hand in hand to help organizations through the process of coordinating transportation. While Volume I helps organizations determine whether it is feasible for them, and how to proceed through preliminary planning for the coordination effort, Volume II provides more detail during for steps during the implementation process. Both are useful for organizations in other states considering coordination.

Federal Funding Resources (CTAA)

Year: 2003

Contents:

- Descriptions of funding for transportation from federal sources, including amounts, type of funding mechanism, how often it is used for transportation, general requirements, contact information, etc.

- Sources beyond DOT.

Relevance to Colorado Mobility: High

Comments: This report is particularly useful for coordination purposes because it goes beyond sources typically used for transportation, and because transit agencies are not eligible to receive some of these funding sources.

**Building Mobility Partnerships for People with Disabilities:
Opportunities for Federal Funding and Promising Practices**

Year: 2002

Contents:

- Information taken from the more general CTAA publication on federal funding, with a focus on funding for agencies serving disabled.
- Additional explanation and information on how the funding sources and programs work.
- A few case studies on how JARC funds have been used. Incl. Contact info for those agencies.

Relevance to Colorado Mobility: Medium low

Comments: Repeats much of the information from the “Opportunities for Federal Investment” publication by CTAA.

Coordinated Transportation Systems

Year: 2000

Contents:

- Introduction including definition, cost and benefits of coordinating, etc.
- Case studies of systems in a variety of locations and operating models.
- Case study on the State of Florida coordination policy (and institution).
- Contact information and one-page profile of each case study.
- Short conclusions/implications for policy section. See below for most important part.

Relevance to Colorado Mobility:

Comments: Burkhardt included the following in his “implications for policy” section, which might be good to keep in mind in our recommendations.

“Federal, state, and local policies that would foster these mobility improvements include:

- *Authorization and appropriation of adequate funding;*
- *Coordination resources;*
- *Recognition;*
- *Active dissemination of the information produced by that research;*
- *Designated positions in transportation planning organizations for representatives of transportation-disadvantaged populations; and*
- *Support for a wider range of more innovative, customer-friendly transport options.”*

Older Americans 2004: Key Indicators of Well-being

Year: 2004

Contents:

Data on older Americans for 37 indicators of well being in 5 general categories: population, economics, health status (including disability and sensory impairments), health risks and behaviors, and health care.

Tables and graphs are well produced; detailed tables of the graphs can be found in the appendix

Relevance to Colorado Mobility: Low

Comments: More and more detailed data than the “Profiles” statistics, but again, this is national (and some state) level data. It has limited use for our report. Though, the tables are more professionally produced and the table data for all of the graphs is available in the report.

Planning Guidelines for Coordinating State and Local Specialized Transportation Services

Year: 2000

Contents:

- Written from the federal point of view, on how to further facilitate coordination of transportation with a policy perspective.
- An introductory who, what, why, how, and history of transportation coordination. Chapters 1 and 2 are a bit too introductory and repeat information contained in other reports.
- Chapter 3 discusses the main DOT and HHS funding programs, and may be helpful.
- Chapter 4 reviews the planning and funding process and flows (local to regional to state to federal), and the roles of various agencies and government programs and policies.
- Chapter 5 is a guide and checklist for organizations on how to coordinate transportation.

Relevance to Colorado Mobility: Medium-Low

Comments: Except for chapter 4, and the quick history of transportation coordination, more comprehensive information can be found elsewhere.

Where: http://www.fta.dot.gov/910_ENG_HTML.htm

Profile of Older Americans, 2003

Year: 2003

Contents:

- General and State level statistics on the 65+ population.
- Topics include: Population, and population projections, marital status, living arrangements, racial and ethnic composition, geographic distribution, income, poverty, housing, employment, education, health and health care, disability and activity limitations, and household net worth.

Relevance to Colorado Mobility: Low

Comments: Because the data is at such a broad level, it won't be very useful, but in terms of trends generally introductory statistics, it might be useful; particularly the number/percent of elderly with disabilities or activity limitations that might affect their mobility and independence.

Senior Mobility Toolkit

Year: 2003

Contents:

- Case studies of programs that successfully provide mobility services to seniors.
- Topics include: pedestrian safety, travel training, local shuttles, private funding, using volunteers, improving taxi service and affordability, driving.
- Contact information of agencies involved.
- Meant to aid local jurisdictions in achieving the recommendations in the Older Adults Transportation Study (MTC, 2002).

Relevance to Colorado Mobility: Medium

Contents: Useful in terms of addressing older adult mobility issues. The parts where it stands out are those where other report have provided less detail such as driving safety and effective volunteer programs. Providing information on all modes is also extremely useful, since focus should be on getting older adults where they need to go.

APPENDIX A⁵

FEDERAL PROGRAMS PROVIDING TRANSPORTATION SERVICES TO THE TRANSPORTATION-DISADVANTAGED

⁵ U.S. General Accounting Office. *Transportation-Disadvantaged Populations: The Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist*. GAO, 2003, pp. 42-54.

Appendix II: Inventory of Federal Programs Providing Transportation Services to the Transportation-Disadvantaged

| Program | Popular title of authorizing legislation | U.S. Code provisions authorizing funds for transportation | Typical uses as reported by program officials | Types of trips as reported by program officials | Target population as defined by program officials ^a | Fiscal year 2001 federal spending on transportation ^b |
|---|---|---|---|---|--|---|
| Department of Agriculture, Food and Nutrition Service | | | | | | |
| Food Stamp Employment and Training Program | Food Stamp Act of 1977, as amended | 7 U.S.C. § 2015(d)(4)(l)(i) | Reimbursement or advanced payment for gasoline expenses or bus fare | To access education, training, employment services, and employment placements | Low-income persons between the ages of 16 and 59 | \$12,952,956 ^c |
| Department of Education, Office of Elementary and Secondary Education | | | | | | |
| 21st-Century Community Learning Centers | No Child Left Behind Act of 2001 | 20 U.S.C. § 7173(a)(10) | Contract for service | To access educational services | Students from low-income families | \$84,600,000 (estimate) ^d |
| Department of Education, Office of Innovation and Improvement | | | | | | |
| Voluntary Public School Choice | No Child Left Behind Act of 2001 | 20 U.S.C. § 7225a(a) | Contract for services, purchase and operate vehicles, hire bus drivers and transportation directors, purchase bus passes, redesign transportation plans including new routing systems, offer professional development for bus drivers | To access educational services and programs | Students from under-performing schools who choose to transfer to higher performing schools | New program, no actual data or estimate available from the federal agency |
| Department of Education, Office of Special Education and Rehabilitative Services | | | | | | |
| Assistance for Education of All Children with Disabilities | Individuals with Disabilities Education Act | 20 U.S.C. §§ 1401(a)(22), 1411(a)(1) | Purchase and operate vehicles, contract for service | To access educational services | Children with disabilities | No actual data or estimate available from the federal agency |
| Centers for Independent Living | Workforce Investment Act of 1998 | 29 U.S.C. §§ 796f-4(b)(3) and 705(18)(xi) | Referral, assistance, and training in the use of public transportation | To access program services | Persons with a significant disability | No actual data or estimate available from the federal agency |

**Appendix II: Inventory of Federal Programs
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| Program | Popular title of authorizing legislation | U.S. Code provisions authorizing funds for transportation | Typical uses as reported by program officials | Types of trips as reported by program officials | Target population as defined by program officials^a | Fiscal year 2001 federal spending on transportation^b |
|--|---|--|---|--|--|---|
| Independent Living Services for Older Individuals Who Are Blind | Workforce Investment Act of 1998 | 29 U.S.C. § 796k(e)(5) | Referral, assistance, and training in the use of public transportation | To access program services, for general trips | Persons aged 55 or older who have significant visual impairment | No actual data or estimate available from the federal agency |
| Independent Living State Grants | Workforce Investment Act of 1998 | 29 U.S.C. §§ 796e-2(1) and 705(18)(xi) | Referral, assistance, and training in the use of public transportation | To access program services, employment opportunities | Persons with a significant disability | No actual data or estimate available from the federal agency |
| Supported Employment Services for Individuals with Most Significant Disabilities | Workforce Investment Act of 1998 | 29 U.S.C. §§ 795g and 705(36) | Transit subsidies for public and private transportation (e.g. bus, taxi, and paratransit), training in the use of public transportation | To access employment placements, employment services, and vocational rehabilitation services | Persons with most significant disabilities | No actual data or estimate available from the federal agency ^c |
| Vocational Rehabilitation Grants | Rehabilitation Act of 1973, as amended | 29 U.S.C. § 723(a)(8) | Transit subsidies for public and private transportation (e.g. bus, taxi, and paratransit), training in the use of public transportation | To access employment placements, employment services, and vocational rehabilitation services | Persons with physical or mental impairments | \$50,700,000 (estimate) ^e |
| Department of Health and Human Services, Administration for Children and Families | | | | | | |
| Child Care and Development Fund | Child Care and Development Block Grant Act of 1990, as amended | 42 U.S.C. § 9858c | States rarely use CCDF funds for transportation and only under very restricted circumstances | To access child care services | Children from low-income families | \$0 (estimate) ^f |
| Community Services Block Grant Programs | Community Opportunities, Accountability, Training, and Educational Services Act of 1998 | 42 U.S.C. § 9904 | Taxi vouchers, bus tokens | General trips | Low-income persons | No actual data or estimate available from the federal agency |

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|--|--|--|---|--|--|---|
| Developmental Disabilities Projects of National Significance | Developmental Disabilities Assistance and Bill of Rights Act of 2000 | 42 U.S.C. §§ 15002, 15081(2)(D) | Transportation information, feasibility studies, planning | General trips | Persons with developmental disabilities | No actual data or estimate available from the federal agency ^g |
| Head Start | Augustus F. Hawkins Human Services Reauthorization Act of 1990 | 42 USCA § 9835(a)(3)(C)(ii) | Purchase and operate vehicles, contract with transportation providers, coordinate with local education agencies | To access educational services | Children from low-income families | \$514,500,000 (estimate) ^h |
| Refugee and Entrant Assistance Discretionary Grants | Refugee Act of 1980, as amended | 8 U.S.C. §§ 1522(b)(7)(D), 1522(c) | Bus passes | To access employment and educational services | Refugees | No actual data or estimate available from the federal agency |
| Refugee and Entrant Assistance State Administered Programs | Refugee Act of 1980, as amended | 8 U.S.C. §§ 1522(b)(7)(D), 1522(c) | Bus passes | To access employment and educational services | Refugees | No actual data or estimate available from the federal agency |
| Refugee and Entrant Assistance Targeted Assistance | Refugee Act of 1980, as amended | 8 U.S.C. §§ 1522(b)(7)(D), 1522(c) | Bus passes | To access employment and educational services | Refugees | No actual data or estimate available from the federal agency |
| Refugee and Entrant Assistance Voluntary Agency Programs | Refugee Act of 1980, as amended | 8 U.S.C. §§ 1522(b)(7)(D), 1522(c) | Bus passes | To access employment and educational services | Refugees | No actual data or estimate available from the federal agency |
| Social Services Block Grants | Social Security Act, as amended | 42 U.S.C. § 1397a(a)(2)(A) | Any transportation-related use | To access medical or social services | States determine what categories of families and children | \$18,459,393 |

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| Program | Popular title of authorizing legislation | U.S. Code provisions authorizing funds for transportation | Typical uses as reported by program officials | Types of trips as reported by program officials | Target population as defined by program officials^a | Fiscal year 2001 federal spending on transportation^b |
|--|---|--|---|--|--|--|
| State Councils on Developmental Disabilities and Protection and Advocacy Systems | Developmental Disabilities Assistance and Bill of Rights Act of 2000 | 42 U.S.C. §§ 15002, 15025 | State Councils provide small grants and contracts to local organizations to establish transportation projects or collaborate in improving transportation for people with disabilities; Protection and Advocacy Systems ensure that people with disabilities have access to public transportation as required by law | All or general trips | Persons with developmental disabilities and family members | \$786,605 (partial outlay) ⁱ |
| Temporary Assistance for Needy Families | Personal Responsibility and Work Opportunity Reconciliation Act of 1996, as amended | 42 U.S.C. §§ 604(a), (k) | Any use that is reasonably calculated to accomplish a purpose of the TANF program and the allowable matching portion of JARC grants | General trips | No assistance is provided to families without a minor child, but states determine specific eligibility | \$160,462,214 (partial outlay) ^j |
| Department of Health and Human Services, Administration on Aging | | | | | | |
| Grants for Supportive Services and Senior Centers | Older Americans Act of 1965, as amended | 42 U.S.C. § 3030d (a)(2) | Contract for services | To access program services, medical, and for general trips | Program is targeted to persons aged 60 or over | \$72,496,003 |
| Program for American Indian, Alaskan Native, and Native Hawaiian Elders | Older Americans Act of 1965, as amended | 42 U.S.C. §§ 3057, 3030d(a)(2) | Purchase and operate vehicles | To access program services, medical, and for general trips | Program is for American Indian, Alaskan Native, and Native Hawaiian elders | No actual data or estimate available from the federal agency |

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| Program | Popular title of authorizing legislation | U.S. Code provisions authorizing funds for transportation | Typical uses as reported by program officials | Types of trips as reported by program officials | Target population as defined by program officials^a | Fiscal year 2001 federal spending on transportation^b |
|--|---|--|---|--|---|--|
| Department of Health and Human Services, Centers for Medicare & Medicaid Services | | | | | | |
| Medicaid | Social Security Act, as amended | 42 U.S.C. §§ 1396a, 1396n(e)(1)(A) | Bus tokens, subway passes, brokerage services | To access health care services | Recipients are generally low-income persons, but states determine specific eligibility | \$976,200,000 (estimate) ^k |
| State Children's Health Insurance Program | Medicare, Medicaid, and SCHIP Benefits Improvement and Protection Act of 2000 | 42 U.S.C. §§ 1397jj(a)(26), (27) | Any transportation-related use | To access health care services | Beneficiaries are primarily children from low-income families, but states determine eligibility | \$4,398,089 |
| Department of Health and Human Services, Health Resources and Services Administration | | | | | | |
| Community Health Centers | Public Health Service Act, as amended | 42 U.S.C. § 254b(b)(1)(A)(iv) | Bus tokens, vouchers, transportation coordinators, and drivers | To access health care services | Medically underserved populations | \$4,200,000 (estimate) ^l |
| Healthy Communities Access Program | Public Health Service Act, as amended | 42 U.S.C. § 256(e)(1)(B)(iii) | Improve coordination of transportation | To access health care services | Uninsured or underinsured populations | No actual data or estimate available from the federal agency |
| Healthy Start Initiative | Public Health Service Act, as amended | 42 U.S.C. § 254c-8(e)(1) | Bus tokens, taxi vouchers, reimbursement for use of own vehicle | To access health care services | Residents of areas with significant perinatal health disparities | No actual data or estimate available from the federal agency |
| HIV Care Formula Grants | Ryan White Comprehensive AIDS Resources Emergency Act of 1990 | 42 U.S.C. §§ 300ff-21(a), 23(a)(2)(B) | Bus passes, tokens, taxis, vanpools, vehicle purchase by providers, mileage reimbursement | To access health care services | Persons with HIV or AIDS | \$19,500,000 (estimate) ^m |
| Maternal and Child Services Grants | Social Security Act, as amended | 42 U.S.C. § 701(a)(1)(A) | Any transportation-related use | To access health care services | Mothers, infants and children, particularly from low-income families | No actual data or estimate available from the federal agency |

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|---|--|--|--|--|---|--|
| Rural Health Care, Rural Health Network, and Small Health Care Provider Programs | Health Centers Consolidation Act of 1996 | 42 U.S.C. § 254c | Purchase vehicles, bus passes | To access health care services | Medically underserved populations in rural areas | No actual data or estimate available from the federal agency |
| Department of Health and Human Services, Substance Abuse and Mental Health Services Administration | | | | | | |
| Community Mental Health Services Block Grant | ADAMHA Reorganization Act, as amended | 42 U.S.C. § 300x-1(b)(1) | Any transportation-related use | To access program services | Adults with mental illness and children with emotional disturbance | No actual data or estimate available from the federal agency |
| Substance Abuse Prevention and Treatment Block Grant | ADAMHA Reorganization Act, as amended | 42 U.S.C. § 300x-32(b) | Any transportation-related use | To access program services | Persons with a substance related disorder and/or recovering from substance related disorder | No actual data or estimate available from the federal agency |
| Department of Housing and Urban Development, Office of Community Planning and Development | | | | | | |
| Community Development Block Grant | Housing and Community Development Act of 1974 | 42 U.S.C. § 5305(a)(8) | Purchase and operate vehicles | General trips | Program must serve a majority of low-income persons | \$6,761,486 (partial outlay) ⁿ |
| Housing Opportunities for Persons with AIDS | AIDS Housing Opportunity Act | 42 U.S.C. § 12907(a)(3) | Contract for services | To access health care and other services | Low-income persons with HIV or AIDS and their families | \$190,252 (partial outlay) ^o |
| Supportive Housing Program | McKinney-Vento Homeless Assistance Act of 1987, as amended | 42 U.S.C. § 11385 | Bus tokens, taxi vouchers, purchase and operate vehicles | To access supportive services | Homeless persons and families with children | \$14,000,000 (estimate) ^p |
| Department of Housing and Urban Development, Office of Public and Indian Housing | | | | | | |
| Revitalization of Severely Distressed Public Housing | Housing and Community Development Act of 1992, as amended | 42 U.S.C. § 1437v(l)(3) | Bus tokens, taxi vouchers, contract for services | Trips related to employment or obtaining necessary supportive services | Residents of the severely distressed housing and residents of the revitalized units | \$700,000 (estimate) ^q |

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|--|--|--|---|--|--|--|
| Department of the Interior, Bureau of Indian Affairs | | | | | | |
| Indian Employment Assistance | Adult Indian Vocational Training Act, as amended | 25 U.S.C. § 309 | Gas vouchers | To access training | Native American persons between the ages of 18 and 35 | No actual data or estimate available from the federal agency |
| Indian Employment, Training and Related Services ^c | Indian Employment, Training and Related Services Demonstration Act of 1992 | 25 U.S.C. § 3401 | Gas vouchers | Employment-related | Low-income Native American persons | No actual data or estimate available from the federal agency |
| Department of Labor, Employment and Training Administration | | | | | | |
| Job Corps | Workforce Investment Act of 1998 | 29 U.S.C. §§ 2888(a)(1), 2890 | Bus tickets | To access Job Corps sites and employment services | Low-income youth | \$21,612,000 |
| Migrant and Seasonal Farmworker ^d | Workforce Investment Act of 1998 | 29 U.S.C. §§ 2801(46), 2912(d) | Mileage reimbursement | To access employment placements or intensive and training services | Low-income persons and their dependents who are primarily employed in agricultural labor that is seasonal or migratory | No actual data or estimate available from the federal agency |
| Native American Employment and Training | Workforce Investment Act of 1998 | 29 U.S.C. § 2911(d)(2) | Bus tokens, transit passes, use of tribal vehicles and grantee staff vehicles, mileage reimbursement for participants operating "car pool" services | To access employment placements, employment services | Unemployed American Indians and other persons of Native American descent | No actual data or estimate available from the federal agency |
| Senior Community Service Employment Program | Older Americans Act of 1965 | 42 U.S.C. § 3056(c)(6)(A)(iv) | Mileage reimbursement, reimbursement for travel costs, and payment for cost of transportation | To access employment placements | Low-income persons aged 55 or over | \$4,400,000 (estimate) ^e |

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|---|---|--|---|--|---|--|
| Trade Adjustment Assistance - Workers | Trade Act of 1974, as amended | 19 U.S.C. § 2296(b) | Mileage reimbursement, transit fares | To access training | Persons found to be impacted by foreign trade, increased imports, or shift in production | No actual data or estimate available from the federal agency |
| Welfare-to-Work Grants to Federally Recognized Tribes and Alaska Natives ¹ | Personal Responsibility and Work Opportunity Reconciliation Act of 1996 | 42 U.S.C. § 612(a)(3)(C) | Any transportation-related use, though purchasing vehicles for individuals is not allowable | To access employment placements, employment services | American Indians and other persons of Native American descent who are long-term welfare recipients or are low-income | No actual data or estimate available from the federal agency |
| Welfare-to-Work Grants to States and Localities ¹ | Personal Responsibility and Work Opportunity Reconciliation Act of 1996 | 42 U.S.C. § 603(a)(5)(C) | Any transportation-related use, though purchasing vehicles for individuals is not allowable | To access employment placements, employment services | Long-term welfare recipients or low-income individuals | No actual data or estimate available from the federal agency |
| Work Incentive Grants | Workforce Investment Act of 1998, as amended | 29 U.S.C. §§ 2801(46), 2864(d)(2) | Encourage collaboration with transportation providers | To access one-stop services | Persons with disabilities who are eligible for employment and training services | No actual data or estimate available from the federal agency |
| Workforce Investment Act Adult Services Program | Workforce Investment Act of 1998, as amended | 29 U.S.C. §§ 2801(46), 2864(e)(2) | Mileage reimbursement, bus tokens, vouchers | To access training | Priority must be given to people on assistance and low-income individuals | No actual data or estimate available from the federal agency |
| Workforce Investment Act Dislocated Worker Program | Workforce Investment Act of 1998, as amended | 29 U.S.C. §§ 2801(46), 2864(e)(2) | Transportation allowance or reimbursement, bus/subway tokens | To access transition assistance in order to find or qualify for new employment | Includes workers who have been laid off, or have received an individual notice of termination, or notice that a facility will close | No actual data or estimate available from the federal agency |

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|--|--|--|---|---|---|---|
| Workforce Investment Act Youth Activities | Workforce Investment Act of 1998, as amended | 29 U.S.C. §§ 2801(46), 2854(a)(4) | Public transportation | To access training and other support services | Youth with low individual or family income | No actual data or estimate available from the federal agency |
| Youth Opportunity Grants | Workforce Investment Act of 1998, as amended | 29 U.S.C. §§ 2801(46), 2914(b) | Bus tokens | To access program services | Youth from high poverty areas, empowerment zones, or enterprise communities | \$415,000 (estimate) ^u |
| Department of Labor, Employment Standards Administration | | | | | | |
| Black Lung Benefits Program | Black Lung Benefits Reform Act of 1977 | 30 U.S.C. § 923 | Mileage reimbursement, transit fares, taxi vouchers | To access health services | Disabled coal miners | No actual data or estimate available from the federal agency ^v |
| Department of Labor, Veterans Employment and Training Service | | | | | | |
| Homeless Veterans' Reintegration Project | Homeless Veterans Comprehensive Assistance Act of 2001 | 38 USCA §§ 2011, 2021 | Bus tokens | To access employment services | Homeless veterans | No actual data or estimate available from the federal agency |
| Veterans' Employment Program | Workforce Investment Act of 1998, as amended | 29 U.S.C. §§ 2801(46), 2913 | Bus tokens, minor repairs to vehicles | To access employment services | Veterans | No actual data or estimate available from the federal agency |
| Department of Transportation, Federal Transit Administration | | | | | | |
| Capital and Training Assistance Program for Over-the-Road Bus Accessibility | Title 49 Recodification, P.L. 103-272 | 49 U.S.C. § 5310 | To make vehicles wheelchair accessible and training required by ADA | General trips | Persons with disabilities | \$2,877,818 |
| Capital Assistance Program for Elderly Persons and Persons with Disabilities | Title 49 Recodification, P.L. 103-272 | 49 U.S.C. § 5310 | Assistance in purchasing vehicles, contract for services | To serve the needs of the elderly and persons with disabilities | Elderly persons and persons with disabilities | \$174,982,628 |

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|--|--|--|---|--|---|--|
| Capital Investment Grants | Transportation Equity Act for the 21st Century | 49 U.S.C. § 5309 | Assistance for bus and bus-related capital projects | General trips | General public, although some projects are for the special needs of elderly persons and persons with disabilities | \$17,500,000 (estimate) ^w |
| Job Access and Reverse Commute | Transportation Equity Act for the 21st Century | 49 U.S.C. § 5309 note | Expand existing public transportation or initiate new service | To access employment and related services | Low income persons, including persons with disabilities | \$85,009,627 |
| Nonurbanized Area Formula Program | Title 49 Recodification, P.L. 103-272 | 49 U.S.C. § 5311 | Capital and operating assistance for public transportation service, including paratransit services, in nonurbanized areas | General trips | General public, although paratransit services are for the special needs of persons with disabilities | \$0 (partial obligation) ^x |
| Urbanized Area Formula Program | Title 49 Recodification, P.L. 103-272, as amended | 49 U.S.C. § 5307 | Capital assistance, and some operating assistance for public transit, including paratransit services, in urbanized areas | General trips | General public, although paratransit services are for the special needs of persons with disabilities | \$36,949,680 (partial obligation) ^y |
| Department of Veterans Affairs, Veterans Benefits Administration | | | | | | |
| Automobiles and Adaptive Equipment for Certain Disabled Veterans and Members of the Armed Forces | Disabled Veterans and Servicemen's Automobile Assistance Act of 1970 | 38 U.S.C. § 3902 | Purchase of personal vehicles, modifications of vehicles | General trips | Veterans and service members with disabilities | \$33,639,000 |
| Department of Veterans Affairs, Veterans Health Administration | | | | | | |
| VA Homeless Providers Grant and Per Diem Program | Homeless Veterans Comprehensive Service Programs Act of 1992 | 38 U.S.C. § 7721 note | 20 vans were purchased under this program | General trips | Homeless veterans | \$565,797 |

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|---|---|--|--|--|--|--|
| Veterans Medical Care Benefits | Veterans' Benefits Improvements Act of 1994 | 38 U.S.C. § 111 | Mileage reimbursement, contract for service | To access health care services | Veterans with disabilities or low incomes | \$126,594,591 |
| Total (reported or estimated spending on transportation services for the transportation-disadvantaged) | | | | | | \$2,445,453,139 |

Sources: GAO analysis of information from the Departments of Agriculture, Education, Health and Human Services, Housing and Urban Development, the Interior, Labor, Transportation, and Veterans Affairs; the Coordinating Council on Access and Mobility; the Catalog of Federal Domestic Assistance; the U.S. Code; the Code of Federal Regulations; and the Community Transportation Association of America.

^aA supplemental source for the target populations was the Catalog of Federal Domestic Assistance.

^bActual outlays or obligations on transportation are given for programs that track this information. All data are outlays, except for the following programs, which are obligations: Capital Investment Grants, Urbanized Area Formula Program, Nonurbanized Area Formula Program, Job Access and Reverse Commute, Capital and Training Assistance for Over-the-Road Bus Accessibility, Capital Assistance Program for Elderly Persons and Persons with Disabilities, Automobiles and Adaptive Equipment for Certain Disabled Veterans and Members of the Armed Forces, and Veterans Medical Care Benefits. Actual data and estimates are the total for the program, unless otherwise noted as partial outlays or obligations in the table. When actual information was not available, estimates are given based on information provided by program officials or the officials agreed with an estimate made by another source.

^cAccording to a program official, outlays for the Food Stamp Employment and Training Program have increased due to changes in the program from the 2002 Farm Bill. The 2002 Farm Bill eliminates the \$25 per month cap that the Department of Agriculture will reimburse the states for transportation and other work costs incurred by participants. In fiscal year 2002, federal outlays for transportation were \$18,523,535.

^dA program official said that 10 percent of total program outlays would be a conservative estimate of transportation outlays.

^eGrantees report total expenditures and unliquidated obligations made by the state Vocational Rehabilitation (VR) Agency for transportation services provided to individuals served under the State VR Services Program for a fiscal year. Total obligations include both federal and nonfederal funds under the State VR Services Program, the supplemental federal funds awarded to the State VR Agency for the cost of supported employment services under the Supported Employment Program, and funds from other rehabilitation sources. The Department of Education does not collect data on the specific sources of funds used for transportation obligations under the program. However, based on information available from total annual obligations on a national aggregate basis, a program official estimated that of the total amount reported for transportation, about 96 percent would be from the State VR Services Program, and of that amount approximately 76 percent would be federal funds. Similar estimates could not be made for the Supported Employment Program.

^fA program official said that, while transportation is an allowable use of funds, using funds for transportation is not encouraged. Program officials estimate that transportation expenditures are zero or close to zero for this program.

^gFiscal year 2001 data are not available because transportation was not an area of emphasis until fiscal year 2002. The preliminary fiscal year 2002 outlays for transportation projects totaled \$1,084,798.

^hA program official estimated that transportation outlays were 8.3 percent of total outlays.

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^fThis is a partial outlay based on voluntary reporting by grantees. Full outlays are not available because, according to a program official, grantees were not required to report transportation outlays prior to fiscal year 2002. Fiscal year 2002 data are incomplete, however preliminary data on transportation outlays from 46 of the 51 grantees totaled \$2,215,498.

^gThis is a partial outlay based on the amount grantees reported as non-assistance outlays in a category exclusively for transportation. States reported an additional \$356.5 million as outlays on assistance in a category that includes transportation and supportive services, however program officials were unable to determine what percentage of the outlays on assistance were spent on transportation.

^hProgram officials indicate that federal data on nonemergency medical transportation are not available. Estimate assumes that transportation outlays are 0.73 percent of total program outlays, based on previous research, including a survey of state Medicaid programs.

ⁱAccording to a program official, grantees report total outlays for transportation and it is not possible to distinguish between federal and nonfederal funds. The official said 22 percent of total transportation outlays would be a good estimate of the federal portion of fiscal year 2001 transportation outlays.

^mEstimate of transportation outlays is based on data from grantee's budget allocations, as suggested by an agency official.

ⁿThis is a partial outlay for transportation through the Community Development Block Grant program. This figure includes transportation outlays for the Entitlement program, but excludes the State Administered program.

^oThis is a partial estimate because, according to a program official, data on transportation outlays are not available from all grantees. The program official could not provide an estimate of outlays for transportation for all grantees.

^pHUD provided data for transportation spending by 3,187 grantees in fiscal year 2001 that totaled \$7,221,569. According to HUD program officials, there are a total of 6,323 grantees, about twice as many as reported data. The officials therefore estimated that about \$14,000,000 would have been spent on transportation from all grantees in fiscal year 2001.

^qEstimate of outlays for transportation is based on a program official's review of the budgets from 15 grantees who renewed their grants in fiscal year 2001. The official projected total transportation outlays for the program based on these 15 grantees.

^rPublic Law 102-477 is applied to allow tribal governments to consolidate funding from several federal programs. These include: the Department of Health and Human Services's Temporary Assistance for Needy Families, and Child Care and Development Fund programs; the Department of Labor's Native American Employment and Training, and Welfare-to-Work Grants for Federally Recognized Tribes programs; and the Bureau of Indian Affairs' Employment Assistance, Indian Social Service and Welfare Assistance, Adult Basic Education, and Higher Education programs. The Indian Social Services and Welfare Assistance Program is not used for transportation outside 102-477. The Adult Basic Education and Higher Education programs do not target transportation-disadvantaged populations as defined in this study outside of 102-477. The Employment Assistance program and the HHS and DOL programs provide transportation assistance separately from 102-477.

^sA program official estimated that transportation outlays were approximately 1 percent of total program outlays.

^tProgram funding from fiscal year 1998 and 1999 may still be spent, but the program no longer receives funding.

^uEstimate of transportation outlays is based on a program official's review of grantee obligations.

^vAccording to a program official, fiscal year 2001 data are not available due to changes in the program's reporting system. The official reported that transportation outlays for fiscal year 2002 totaled \$478,408.

**Appendix II: Inventory of Federal Programs
Providing Transportation Services to the
Transportation-Disadvantaged**

^wAccording to a program official, there are three distinct allocations of funds under the Capital Investment Grants: the New Starts allocation, which funds new rail projects; the fixed-guideway modernization allocation, which provides funding to maintain and update aging rail systems; and the bus allocation, which provides funding for the purchase of buses, bus-related equipment and paratransit vehicles, and for the construction of bus-related facilities. Because the Capital Investment Grants fund projects that provide services for the general public, the transportation-disadvantaged likely benefit from many projects funded through each of the three allocations, but information was not available to estimate what portion of these funds for the general public benefit the transportation-disadvantaged. However, the program official said that the bus allocation would likely provide the most direct benefit for the transportation-disadvantaged and the obligation level could be estimated by totaling allocations to purchase vans, buses for the elderly or disabled, or paratransit vehicles and equipment.

^xThe Nonurbanized Area Formula Program funds projects that provide services for the general public, however grantees can use up to 10 percent of their funds to provide complementary ADA paratransit services. Although grantees did not report obligations for complementary ADA paratransit, a program official said that transportation-disadvantaged populations might benefit from other services provided through this grant, such as demand-responsive services. However, the program official could not identify the amount of spending that directly benefits the transportation-disadvantaged.

^yAccording to a program official, the Urbanized Area Formula Program funds projects that provide services for the general public, however grantees can use up to 10 percent of their funds to provide complementary ADA paratransit services. The figure listed in the table is the total obligations that grantees reported for providing complementary ADA paratransit services. Although grantees may benefit from other services provided through this grant, such as demand-responsive services, the amount spent on complementary ADA paratransit is the only portion that program officials could identify as directly benefiting the transportation-disadvantaged.