

TCRP

REPORT 82

TRANSIT
COOPERATIVE
RESEARCH
PROGRAM

Improving Public Transit Options for Older Persons

Volume 1: Handbook

Sponsored by
the Federal
Transit Administration

TRANSPORTATION RESEARCH BOARD
OF THE NATIONAL ACADEMIES

TCRP OVERSIGHT AND PROJECT SELECTION COMMITTEE

(as of October 2002)

CHAIR

J. BARRY BARKER
Transit Authority of River City

MEMBERS

DANNY ALVAREZ
Miami-Dade Transit Agency
KAREN ANTION
Karen Antion Consulting
GORDON AOYAGI
Montgomery County Government
JEAN PAUL BAILLY
Union Internationale des Transports Publics
RONALD L. BARNES
Central Ohio Transit Authority
LINDA J. BOHLINGER
HNTB Corp.
ANDREW BONDS, JR.
Parsons Transportation Group, Inc.
JENNIFER L. DORN
FTA
NATHANIEL P. FORD, SR.
Metropolitan Atlanta RTA
CONSTANCE GARBER
York County Community Action Corp.
FRED M. GILLIAM
Capital Metropolitan Transportation Authority
KIM R. GREEN
GFI GENFARE
SHARON GREENE
Sharon Greene & Associates
KATHERINE M. HUNTER-ZAWORSKI
Oregon State University
ROBERT H. IRWIN
British Columbia Transit
CELIA G. KUPERSMITH
Golden Gate Bridge, Highway and
Transportation District
PAUL J. LARROUSSE
National Transit Institute
DAVID A. LEE
Connecticut Transit
CLARENCE W. MARSELLA
Denver Regional Transportation District
FAYE L. M. MOORE
Southeastern Pennsylvania Transportation
Authority
STEPHANIE L. PINSON
Gilbert Tweed Associates, Inc.
ROBERT H. PRINCE, JR.
DMJM+HARRIS
JEFFERY M. ROSENBERG
Amalgamated Transit Union
RICHARD J. SIMONETTA
pbConsult
PAUL P. SKOUTELAS
Port Authority of Allegheny County
LINDA S. WATSON
Corpus Christi RTA

EX OFFICIO MEMBERS

WILLIAM W. MILLAR
APTA
MARY E. PETERS
FHWA
JOHN C. HORSLEY
AASHTO
ROBERT E. SKINNER, JR.
TRB

TDC EXECUTIVE DIRECTOR

LOUIS F. SANDERS
APTA

SECRETARY

ROBERT J. REILLY
TRB

TRANSPORTATION RESEARCH BOARD EXECUTIVE COMMITTEE 2002 (Membership as of November 2002)

OFFICERS

Chair: E. Dean Carlson, Secretary of Transportation, Kansas DOT
Vice Chair: Genevieve Giuliano, Professor, School of Policy, Planning, and Development, USC, Los Angeles
Executive Director: Robert E. Skinner, Jr., Transportation Research Board

MEMBERS

WILLIAM D. ANKNER, Director, Rhode Island DOT
THOMAS F. BARRY, JR., Secretary of Transportation, Florida DOT
MICHAEL W. BEHRENS, Executive Director, Texas DOT
JACK E. BUFFINGTON, Associate Director and Research Professor, Mack-Blackwell National Rural
Transportation Study Center, University of Arkansas
SARAH C. CAMPBELL, President, TransManagement, Inc., Washington, DC
JOANNE F. CASEY, President, Intermodal Association of North America
JAMES C. CODELL III, Secretary, Kentucky Transportation Cabinet
JOHN L. CRAIG, Director, Nebraska Department of Roads
ROBERT A. FROSCHE, Sr. Research Fellow, John F. Kennedy School of Government, Harvard University
SUSAN HANSON, Landry University Prof. of Geography, Graduate School of Geography, Clark University
LESTER A. HOEL, L. A. Lacy Distinguished Professor, Depart. of Civil Engineering, University of Virginia
RONALD F. KIRBY, Director of Transportation Planning, Metropolitan Washington Council of Governments
H. THOMAS KORNEGAY, Exec. Dir., Port of Houston Authority
BRADLEY L. MALLORY, Secretary of Transportation, Pennsylvania DOT
MICHAEL D. MEYER, Professor, School of Civil and Environmental Engineering, Georgia Institute of
Technology
JEFF P. MORALES, Director of Transportation, California DOT
DAVID PLAVIN, President, Airports Council International, Washington, DC
JOHN REBENDS DORF, Vice Pres., Network and Service Planning, Union Pacific Railroad Co., Omaha, NE
CATHERINE L. ROSS, Executive Director, Georgia Regional Transportation Agency
JOHN M. SAMUELS, Sr. Vice Pres.-Operations Planning & Support, Norfolk Southern Corporation,
Norfolk, VA
PAUL P. SKOUTELAS, CEO, Port Authority of Allegheny County, Pittsburgh, PA
MICHAEL S. TOWNES, Exec. Dir., Transportation District Commission of Hampton Roads, Hampton, VA
MARTIN WACHS, Director, Institute of Transportation Studies, University of California at Berkeley
MICHAEL W. WICKHAM, Chairman and CEO, Roadway Express, Inc., Akron, OH
M. GORDON WOLMAN, Prof. of Geography and Environmental Engineering, The Johns Hopkins University

EX OFFICIO MEMBERS

MIKE ACOTT, President, National Asphalt Pavement Association
MARION C. BLAKEY, Federal Aviation Administrator, U.S.DOT
REBECCA M. BREWSTER, President and CEO, American Transportation Research Institute, Atlanta, GA
JOSEPH M. CLAPP, Federal Motor Carrier Safety Administrator, U.S.DOT
THOMAS H. COLLINS (Adm., U.S. Coast Guard), Commandant, U.S. Coast Guard
JENNIFER L. DORN, Federal Transit Administrator, U.S.DOT
ELLEN G. ENGLEMAN, Research and Special Programs Administrator, U.S.DOT
ROBERT B. FLOWERS (Lt. Gen., U.S. Army), Chief of Engineers and Commander, U.S. Army Corps of
Engineers
HAROLD K. FORSEN, Foreign Secretary, National Academy of Engineering
EDWARD R. HAMBERGER, President and CEO, Association of American Railroads
JOHN C. HORSLEY, Exec. Dir., American Association of State Highway and Transportation Officials
MICHAEL P. JACKSON, Deputy Secretary of Transportation, U.S.DOT
ROBERT S. KIRK, Director, Office of Advanced Automotive Technologies, U.S. DOE
RICK KOWALEWSKI, Acting Director, Bureau of Transportation Statistics, U.S.DOT
WILLIAM W. MILLAR, President, American Public Transportation Association
MARGO T. OGE, Director, Office of Transportation and Air Quality, U.S. EPA
MARY E. PETERS, Federal Highway Administrator, U.S.DOT
JEFFREY W. RUNGE, National Highway Traffic Safety Administrator, U.S.DOT
JON A. RUTTER, Federal Railroad Administrator, U.S.DOT
WILLIAM G. SCHUBERT, Maritime Administrator, U.S.DOT
ROBERT A. VENEZIA, Earth Sciences Applications Specialist, National Aeronautics and Space Administration

TRANSIT COOPERATIVE RESEARCH PROGRAM

Transportation Research Board Executive Committee Subcommittee for TCRP
E. DEAN CARLSON, Kansas DOT (Chair)
JENNIFER L. DORN, Federal Transit Administration, U.S.DOT
GENEVIEVE GIULIANO, University of Southern California, Los Angeles
LESTER A. HOEL, University of Virginia
WILLIAM W. MILLAR, American Public Transportation Association
JOHN M. SAMUELS, Norfolk Southern Corporation, Norfolk, VA
ROBERT E. SKINNER, JR., Transportation Research Board
PAUL P. SKOUTELAS, Port Authority of Allegheny County, Pittsburgh, PA
MICHAEL S. TOWNES, Transportation District Commission of Hampton Roads, Hampton, VA

TCRP REPORT 82

**Improving Public
Transit Options for
Older Persons**

Volume 1: Handbook

JON E. BURKHARDT
ADAM T. MCGAVOCK
Westat
Rockville, MD

and

CHARLES A. NELSON
Creative Action, Inc.
Akron, OH

SUBJECT AREAS

Public Transit • Planning and Administration

Research Sponsored by the Federal Transit Administration in Cooperation with the Transit Development Corporation

TRANSPORTATION RESEARCH BOARD

WASHINGTON, D.C.

2002

www.TRB.org

TRANSIT COOPERATIVE RESEARCH PROGRAM

The nation's growth and the need to meet mobility, environmental, and energy objectives place demands on public transit systems. Current systems, some of which are old and in need of upgrading, must expand service area, increase service frequency, and improve efficiency to serve these demands. Research is necessary to solve operating problems, to adapt appropriate new technologies from other industries, and to introduce innovations into the transit industry. The Transit Cooperative Research Program (TCRP) serves as one of the principal means by which the transit industry can develop innovative near-term solutions to meet demands placed on it.

The need for TCRP was originally identified in *TRB Special Report 213—Research for Public Transit: New Directions*, published in 1987 and based on a study sponsored by the Urban Mass Transportation Administration—now the Federal Transit Administration (FTA). A report by the American Public Transportation Association (APTA), *Transportation 2000*, also recognized the need for local, problem-solving research. TCRP, modeled after the longstanding and successful National Cooperative Highway Research Program, undertakes research and other technical activities in response to the needs of transit service providers. The scope of TCRP includes a variety of transit research fields including planning, service configuration, equipment, facilities, operations, human resources, maintenance, policy, and administrative practices.

TCRP was established under FTA sponsorship in July 1992. Proposed by the U.S. Department of Transportation, TCRP was authorized as part of the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA). On May 13, 1992, a memorandum agreement outlining TCRP operating procedures was executed by the three cooperating organizations: FTA; the National Academies, acting through the Transportation Research Board (TRB); and the Transit Development Corporation, Inc. (TDC), a nonprofit educational and research organization established by APTA. TDC is responsible for forming the independent governing board, designated as the TCRP Oversight and Project Selection (TOPS) Committee.

Research problem statements for TCRP are solicited periodically but may be submitted to TRB by anyone at any time. It is the responsibility of the TOPS Committee to formulate the research program by identifying the highest priority projects. As part of the evaluation, the TOPS Committee defines funding levels and expected products.

Once selected, each project is assigned to an expert panel, appointed by the Transportation Research Board. The panels prepare project statements (requests for proposals), select contractors, and provide technical guidance and counsel throughout the life of the project. The process for developing research problem statements and selecting research agencies has been used by TRB in managing cooperative research programs since 1962. As in other TRB activities, TCRP project panels serve voluntarily without compensation.

Because research cannot have the desired impact if products fail to reach the intended audience, special emphasis is placed on disseminating TCRP results to the intended end users of the research: transit agencies, service providers, and suppliers. TRB provides a series of research reports, syntheses of transit practice, and other supporting material developed by TCRP research. APTA will arrange for workshops, training aids, field visits, and other activities to ensure that results are implemented by urban and rural transit industry practitioners.

The TCRP provides a forum where transit agencies can cooperatively address common operational problems. The TCRP results support and complement other ongoing transit research and training programs.

TCRP REPORT 82: Volume 1

Project B-19 FY'99
ISSN 1073-4872
ISBN 0-309-06769-3
Library of Congress Control Number 2002113156

© 2002 Transportation Research Board

Price \$36.00

NOTICE

The project that is the subject of this report was a part of the Transit Cooperative Research Program conducted by the Transportation Research Board with the approval of the Governing Board of the National Research Council. Such approval reflects the Governing Board's judgment that the project concerned is appropriate with respect to both the purposes and resources of the National Research Council.

The members of the technical advisory panel selected to monitor this project and to review this report were chosen for recognized scholarly competence and with due consideration for the balance of disciplines appropriate to the project. The opinions and conclusions expressed or implied are those of the research agency that performed the research, and while they have been accepted as appropriate by the technical panel, they are not necessarily those of the Transportation Research Board, the National Research Council, the Transit Development Corporation, or the Federal Transit Administration of the U.S. Department of Transportation.

Each report is reviewed and accepted for publication by the technical panel according to procedures established and monitored by the Transportation Research Board Executive Committee and the Governing Board of the National Research Council.

Special Notice

The Transportation Research Board, the National Research Council, the Transit Development Corporation, and the Federal Transit Administration (sponsor of the Transit Cooperative Research Program) do not endorse products or manufacturers. Trade or manufacturers' names appear herein solely because they are considered essential to the clarity and completeness of the project reporting.

Published reports of the

TRANSIT COOPERATIVE RESEARCH PROGRAM

are available from:

Transportation Research Board
Business Office
500 Fifth Street, NW
Washington, DC 20001

and can be ordered through the Internet at
<http://www.national-academies.org/trb/bookstore>

Printed in the United States of America

THE NATIONAL ACADEMIES

Advisers to the Nation on Science, Engineering, and Medicine

The **National Academy of Sciences** is a private, nonprofit, self-perpetuating society of distinguished scholars engaged in scientific and engineering research, dedicated to the furtherance of science and technology and to their use for the general welfare. On the authority of the charter granted to it by the Congress in 1863, the Academy has a mandate that requires it to advise the federal government on scientific and technical matters. Dr. Bruce M. Alberts is president of the National Academy of Sciences.

The **National Academy of Engineering** was established in 1964, under the charter of the National Academy of Sciences, as a parallel organization of outstanding engineers. It is autonomous in its administration and in the selection of its members, sharing with the National Academy of Sciences the responsibility for advising the federal government. The National Academy of Engineering also sponsors engineering programs aimed at meeting national needs, encourages education and research, and recognizes the superior achievements of engineers. Dr. William A. Wulf is president of the National Academy of Engineering.

The **Institute of Medicine** was established in 1970 by the National Academy of Sciences to secure the services of eminent members of appropriate professions in the examination of policy matters pertaining to the health of the public. The Institute acts under the responsibility given to the National Academy of Sciences by its congressional charter to be an adviser to the federal government and, on its own initiative, to identify issues of medical care, research, and education. Dr. Harvey V. Fineberg is president of the Institute of Medicine.

The **National Research Council** was organized by the National Academy of Sciences in 1916 to associate the broad community of science and technology with the Academy's purposes of furthering knowledge and advising the federal government. Functioning in accordance with general policies determined by the Academy, the Council has become the principal operating agency of both the National Academy of Sciences and the National Academy of Engineering in providing services to the government, the public, and the scientific and engineering communities. The Council is administered jointly by both the Academies and the Institute of Medicine. Dr. Bruce M. Alberts and Dr. William A. Wulf are chair and vice chair, respectively, of the National Research Council.

The **Transportation Research Board** is a division of the National Research Council, which serves the National Academy of Sciences and the National Academy of Engineering. The Board's mission is to promote innovation and progress in transportation by stimulating and conducting research, facilitating the dissemination of information, and encouraging the implementation of research results. The Board's varied activities annually engage more than 4,000 engineers, scientists, and other transportation researchers and practitioners from the public and private sectors and academia, all of whom contribute their expertise in the public interest. The program is supported by state transportation departments, federal agencies including the component administrations of the U.S. Department of Transportation, and other organizations and individuals interested in the development of transportation. **www.TRB.org**

www.national-academies.org

FOREWORD

*By Dianne S. Schwager
Staff Officer
Transportation Research
Board*

TCRP Report 82: Improving Public Transit Options for Older Persons will be of interest to practitioners and policymakers in agencies and organizations that plan, provide, administer, and fund public transit that may serve older persons. The research presents information for public transportation providers and planners to address future transportation challenges generated by an increasingly older society. It describes exemplary transportation services and innovative transportation alternatives that will enable older persons in the United States to maintain the independence they want.

The elderly population in the United States will increase significantly by the year 2030. Mobility will be critical to this population's continued independence and quality of life. Many older persons are projected to continue to reside in their current suburban or rural communities (which seldom have good public transit service). Most older persons will have been automobile drivers for many years and can be expected to demand high levels of mobility and high-quality transportation services from all travel modes that they use. In the future, there may be a greater number of older persons who have mobility or income limitations. There may be substantial numbers of frail and poor older women living alone at a low level of independence. Decreasing family ties may lead to a greater focus on non-family sources of travel assistance. The combination of these factors is expected to pose substantial challenges for public transportation providers who wish to capture a significant proportion of the trips of tomorrow's older persons.

Under TCRP Project B-19, "Improving Transit Options for Older Persons," the research team of Westat, in association with Creative Action, Inc., and Christopher Mitchell, conducted the research project. Preparation of *TCRP Report 82* involved an in-depth literature review, analyses of various large-scale databases, focus groups with older persons, focus groups and expert interviews with transit industry representatives, case studies of the best practices from transportation programs designed to improve travel opportunities for older persons, and identification of opportunities for further innovations.

The research results are presented in three products: a color brochure, a research Final Report, and a Handbook. The color brochure allows readers to quickly grasp the key issues and findings of the research. The brochure, which is included in the Final Report also, is available separately. The research Final Report includes four sections: (1) Trends and Prospects, (2) Transit System Characteristics That Better Serve the Travel Needs of Older Persons, (3) Strategies for Implementing Better Transportation Services for Older Persons, and (4) Conclusion: Stepping Up to the Challenges to Better Transportation Services for Older Persons. The Handbook describes how to improve public transit services to make them more attractive to older persons. The Handbook provides a menu of choices regarding paths to better transit services for older persons. Many choices are available; some communities will find certain options more attractive or more feasible than other options. To make significant improvements, most of the options will need to be used in combination with other options.

CONTENTS

PREFACE

ES-1 EXECUTIVE SUMMARY

A Large Growth in Our Elderly Population Is Expected, ES-1
Transit Usage by the Elderly Is Low Now; Future Usage Will Face Real Challenges, ES-1
Older Travelers Will Demand High-Quality Transportation Options, ES-2
Better Services for Older Persons Offer Real Payoffs for Transit Providers, ES-2
Certain Strategies Will Have Major Impacts, ES-2
Short-Run Strategies for Attracting More Older Riders Should Be Considered Now, ES-3
Long-Run Strategies for Attracting More Older Riders Also Exist, ES-3
Transportation Providers Will Need to Make Some Fundamental Improvements, ES-4
Multimodal, Coordinated Transportation Services Will Emerge, ES-4
Innovative Services Now in Place Can Guide Future Operations, ES-5
Improved Public Transportation Services Could Offer Real Benefits to All, ES-5

1 CHAPTER 1 Trends and Prospects

Key Demographic Trends, 1
Current Travel Characteristics of Older Persons, 1
Future Transportation Challenges, 2
Mobility Preferences of Older Travelers, 2

3 CHAPTER 2 Summary of Potential Options for Improvements

Basic Choices, 3
Providing Upgraded Transit Services, 3
Promotional Strategies for Upgrading Transit's Image, 4
Purchasing Services, 4
Opting Out, 4
Strategic Overview, 4
Strategies for Addressing Specific Demands and Needs, 5
A Short List of High-Impact Strategies, 6

9 CHAPTER 3 Addressing User Preferences Regarding Transit Services

Opportunities for Improvements, 9
Increasing the Reliability of Transportation Services, 9
ITS Applications That Provide Real-Time Travel Information for Passengers, 10
Increasing the Flexibility of Transportation Services, 10
Extending Service Hours, 11
Same-Day Scheduling, 11
Improving the Comfort of Using Transportation Services, 12
Travel Training, 12
Driver Training, 13
Shelters, 14
Additional Strategies for Addressing User Preferences, 14
Other Transit Systems with Improvements Regarding User Preferences, 14

17 CHAPTER 4 Meeting User Needs and Limitations

Opportunities for Improvements, 17
Addressing Physical Accessibility Issues, 17
Improving the Ease of Boarding Transit Vehicles, 18
Improving Direct Pedestrian Access to Vehicles, 19
Relieving Financial Limitations, 20
Subsidies and Co-Payments, 20
Providing Enhanced Information Regarding Transit Services, 21
Increasing the Amount of Travel Information for Riders, 22
Targeting Marketing Information to Older Persons, 22
Additional Strategies for Addressing User Preferences, 22
Other Transit Systems with Improvements Regarding User Needs and Limitations, 22

25	CHAPTER 5 Making Fundamental Improvements to Public Transportation
	Opportunities for Improvements, 25
	Improving System and Service Characteristics, 25
	Increasing Available Services by Extending Service Hours, 26
	Increasing Available Services by Reducing Trip Denials, 26
	Expanding Flexibility to Permit Trip Chaining, 27
	Improving the Overall Quality of Transit Services, 28
	Improving Service Quality Through Driver Sensitivity Training, 28
	Addressing Financial Issues, 29
	Increasing Funding with Dedicated Funding Sources for Public Transportation, 29
	Using Volunteers to Reduce Costs of Providing Services, 32
	Improving Administration and Management, 32
	Coordinating Operations for Multiple Benefits, 33
	Mobility-Management Strategies, 33
	Improving Community Relations, 34
	Increasing Community Involvement, 34
	Additional Strategies for Making Fundamental Transit System Improvements, 35
	Other Fundamental Transit System Improvements, 35
39	CHAPTER 6 Strategies for the Future
41	CHAPTER 7 Conclusion
	Improved Transit Services Offer Significant Benefits, 42
	For Transit Operators, 42
	For Older Travelers, 42
	For Society, 42
	Positive Directions for Public Transportation Providers, 42
43	APPENDIX: Transportation System Information

COOPERATIVE RESEARCH PROGRAMS STAFF FOR TCRP REPORT 82

ROBERT J. REILLY, *Director, Cooperative Research Programs*
CHRISTOPHER JENKS, *TCRP Manager*
DIANNE S. SCHWAGER, *Senior Program Officer*
EILEEN P. DELANEY, *Managing Editor*
HILARY FREER, *Associate Editor II*
ELLEN M. CHAFEE, *Assistant Editor*

TCRP PROJECT B-19 PANEL Field of Service Configuration

PATRICIA D. "PAT" GILBERT, *Capital Area Transportation Authority, Lansing, MI (Chair)*
JANET ABELSON, *Alameda-Contra Costa Transit District, El Cerrito, CA*
YVETTE R. D. DOWNS, *Washington Metropolitan Area Transit Authority*
KATHERINE FREUND, *Independent Transportation Network, Westbrook, ME*
KARA M. KOCKELMAN, *University of Texas-Austin*
ROBERT P. KOSKA, *New Jersey Transit Corporation*
ANNE MORRIS, *Springfield, VA*
SUSAN G. SAMSON, *Area Agency on Aging of Pasco-Pinellas, Inc., St. Petersburg, FL*
AUDREY K. STRAIGHT, *American Association of Retired Persons, Washington, DC*
NAN VALERIO, *San Diego Association of Governments*
PATRICIA WALLER, *Chapel Hill, NC*
JIM WRIGHT, *Transit Administrator, Mesa, AZ*
CHARLENE WILDER, *FTA Liaison Representative*
PAMELA BOSWELL, *APTA Liaison Representative*
RICHARD PAIN, *TRB Liaison Representative*

AUTHOR ACKNOWLEDGMENTS

The research for this Handbook was performed under TCRP Project B-19 by Westat, Creative Action, Inc., and Christopher G. B. Mitchell, private consultant. Jon E. Burkhardt, senior study director at Westat, was this project's principal investigator. Jon Burkhardt and Adam T. McGavock of Westat and Charles A. Nelson of Creative Action, Inc., were the key authors of this Handbook. They were assisted by Christopher G. B. Mitchell, private consultant; Robert Ficke, Beth Rabinovich, and Jan Orlansky of Westat; and Vincent Antenucci and Anton Yackmenev of Creative Action, Inc.

We would like to thank many people for substantial contributions to this project. Our TCRP project officer, Dianne S. Schwager, deserves many thanks for her dedicated and professional direction of the project panel's efforts in a cooperative working relationship, as well as her support and encouragement throughout the project. We are grateful for the guidance and assistance provided by the members of our project panel. We sincerely appreciate the time and insights given to us by the many older travelers and public transportation operators who worked with us in our focus groups and interviews.



Preface

This Handbook, the first volume of *TCRP Report 82: Improving Public Transit Options for Older Persons*, describes, in very brief terms, how to improve public transit services to make them more attractive to older persons. This Handbook is intended to be used as a companion to the second volume of *TCRP Report 82*, the Final Report which describes in detail the processes and findings of TCRP Project B-19. Additional details regarding the information presented in this Handbook can be found in the Final Report.

This Handbook provides a menu of choices regarding paths to better transit services for older persons. Many choices are available; some communities will find certain options more attractive or more feasible than other options. To make significant improvements, most of the options will need to be used in combination with other options.

Making public transit more attractive to older persons makes transit more attractive to everyone. It is extremely important to promote this

understanding. “Universal design” concepts—improvements that make transit more attractive to all members of society—provide across-the-board benefits to transit operators, transit users, and society as a whole. In addition, the support of elderly voters can provide significant assistance in obtaining the required approvals for the transit improvements that benefit entire communities.

To help you more fully explain potential public transit improvements to key decision-makers in your community, an attractive brochure entitled *Improving Public Transit Options for Older Persons* is available from the Transportation Research Board (TRB) or the American Public Transportation Association (APTA). It is also included as the Executive Summary in the second volume of *TCRP Report 82*. Copies of both volumes of *TCRP Report 82* are also available from the TRB or APTA. On-line requests may be placed at the respective websites, www.nationalacademies.org/trb/ or www.apta.com.