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STRATEGIES FOR THE FUTURE

There are numerous strategies for improving transit options for older persons that will require relatively greater changes and more effort. These include

- Offering a greater range of services at a greater range of prices,
- Applying advanced technologies,
- Increasing overall service levels, and
- Changing some fundamental industry perspectives.

Multiple types of services offered at varying prices could provide a suitable replacement for the “one-size-fits-all” approach common to public transportation. These multiple types of services could also include options that riders could choose on their own to fit the specific demands of individual days and trips.

Advanced technologies could provide shared-ride, demand-responsive services at a higher level of service than the level of

service that is currently available, with higher levels of productivity and cost-effectiveness.

Older persons want frequent, comfortable, affordable, and spontaneous service between a wide variety of origins and destinations. They also want this service available over a wide range of hours, 7 days a week.

Transportation agencies wishing to respond to the changing needs and demands of tomorrow’s older persons will need to reconfigure their operations and services; traditional approaches will not be considered responsive. New ways of conceptualizing and providing transportation services will be needed. Better transportation services for older persons will need to simultaneously address their mobility preferences and the challenges to better services for older

persons that have been identified by transit industry personnel.

Fundamental changes are needed in five areas:

1. **Consumer Orientation.** Future customers will gravitate to those services that most closely fit their specific demands. Following the lead of consumer-oriented industries like package delivery services, personal transportation services will need to focus on tailoring travel options to the wishes of individual customers. The primary focus thus shifts to the trip instead of the travel mode. Demand-responsive services will be highly favored, as will services that emphasize customer comfort.
2. **Agency Responsibilities.** As is already happening in Europe, many U.S. agencies that now provide transportation should embrace new paradigms for public transportation services. This means shifting their focus to mobility management, organizing but not operating public transportation services. Contracts for various types of services with multiple kinds of service providers could provide different kinds and levels of service for differing travel needs. Advanced transportation services will be seen primarily as travel facilitators, not vehicle operators.
3. **Customer Choice.** Older travelers will demand many more travel options in the future. **Multiple service types at varying prices** will be needed. Recognizing that no one solution fits all travel needs, transportation operators will replace the current heavy emphasis on one or two modes of travel with more travel options within an overall family of services. High levels of responsiveness, speed, comfort, and flexibility will command higher prices; trips reserved in advance, with more scheduling dictated by the

operator than the consumer, will command lower prices.

4. **Fare Strategies.** Future transportation operators should focus on full cost recovery for the trips that they provide; non-operating agencies could assume responsibility for providing subsidies for those riders deemed to need subsidized trips. Electronic fare payments will predominate.
5. **Advanced Technologies.** Consumer-oriented technologies can provide real-time information about when vehicles will arrive to pick someone up and how long trips may take. Low-floor vehicles should be emphasized, as should non-cash transactions.

There is a role in the future for all of today's familiar transportation services and probably some that have not yet been designed. Large vehicles operating on fixed routes and schedules can still serve high-volume routes and destinations. Service routes and feeder services, with multiple stops in small areas like neighborhoods, will grow in number and demand. A strong role for taxis and paratransit services will develop as they change to meet increased demands for quality service and flexible responsiveness and pricing. Special services operated by human service agencies will continue to address special client needs. Services provided with volunteers will assume an even larger role in responding to the unique needs of travelers for whom other services are not cost-effective. For people who are frail and need the highest level of personal assistance, escorted or medical services may best meet their needs. If all of these components can be managed and coordinated by one central office, the chances for high-quality, cost-effective services rise dramatically.



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CONCLUSION

Making public transit services more attractive to older persons is neither simple nor inexpensive. No matter what you do, there are no ironclad guarantees that more older persons will ride your system. They may avoid your system for reasons that no one has yet even considered. However, working to attract and accommodate older persons is extremely worthwhile. Changes made to accommodate older persons will benefit all passengers in one way or another. Increasing comfort, improving reliability, and extending service hours will appeal to anyone who rides public transportation, not just the elderly. Also, there is an enormous market of unmet needs in the area of elderly transportation. Transportation agencies that successfully meet those needs will be rewarded with increases in ridership, community support, and revenues. Transportation providers should also realize that the number of

potential elderly transportation passengers will be increasing rapidly over the next 30 years, meaning that improvements and preparations made today will become far more important as the years pass.

Although it is important for public transportation to serve the needs of the elderly, it is equally important for public transportation systems to remain viable. The coming years are likely to present many financial challenges for transportation agencies across the United States. With federal funds declining, transportation systems must search out new sources of funding and support and be creative in their application. Community involvement is the key component in this process. The support of elderly voters can provide significant assistance in obtaining the required approvals for the transit improvements that benefit entire communities.

IMPROVED TRANSIT SERVICES OFFER SIGNIFICANT BENEFITS

For Transit Operators

There is a large population of older persons not able to drive automobiles that are waiting for good transportation services. In addition, there are choice riders who report that they would use public transportation if it met their travel needs. The market is there; the challenge is how to capture a significant proportion of that market.

For Older Travelers

Access to goods, services, and other people provides many benefits. High levels of mobility help to create and sustain independence and freedom for many older persons. In contrast, common consequences for older persons whose mobility declines include fewer trips, shorter travel distances, and the inability to make trips to certain destinations or at particular times. Mobility problems can lead to social isolation, declining health, reduced life satisfaction, loss of independence, and unnecessary institutionalization.

For Society

Having a wide range of travel options available to both older persons and others offers many benefits to society. These benefits include a better quality of life, access to the knowledge and skills of older persons, reduced costs of caring for dependent persons, and higher productivity because of reduced time required for caregiving for older persons.

POSITIVE DIRECTIONS FOR PUBLIC TRANSPORTATION PROVIDERS

Public transit agencies can play an important role in offering improved mobility options for older persons, and the improved mobility options would benefit many other riders as well. To meet future travel needs of older persons, transit agencies will have to function more as customer-oriented mobility managers than as system-oriented vehicle operators, offering a much wider range of services at a much wider range of prices than are available today. Current innovative services demonstrate that, with appropriate public support, the necessary improvements can be made. Making public transit more attractive to older persons makes transit more attractive to everyone.



Appendix

TRANSPORTATION SYSTEM INFORMATION

INTRODUCTION

This Appendix provides a brief overview of the transportation systems referenced in the text of this Handbook. This information is presented so that readers can better understand improvements that result in better transit services for older persons. The referenced transportation systems may also have made additional improvements beyond those listed here that may be useful for other operators and planners to understand. Contact information for each system is provided at the end of this Appendix.

ACCESS— PITTSBURGH, PENNSYLVANIA

Noteworthy features: Zero trip denials, complaint monitoring, quality checking, brokerage.

Pittsburgh's ACCESS program is one of the longest-running public paratransit programs in the country. Since it was established as a brokerage in 1979, ACCESS has provided paratransit, shared-ride, and door-to-door transportation to residents of Allegheny County. ACCESS is open to the general public, but most passengers are either seniors or people with disabilities. Nearly all of the human service agencies in Allegheny County now purchase transportation through ACCESS. Trips are provided through contracts with a variety of for-profit and nonprofit authorized carriers

chosen through a competitive bidding process. Three nonprofit and seven for-profit carriers currently contract with ACCESS.

ALTOONA METRO TRANSPORTATION— ALTOONA, PENNSYLVANIA

Noteworthy features: Driver training, customer service, low-floor vehicles.

Altoona Metro Transportation (AMTRAN) is one of the older transportation systems in Pennsylvania, dating back to 1958.

AMTRAN offers fixed-route service in the Altoona metropolitan area and paratransit service through a contract with the local Area Agency on Aging. The fixed-route service operates from 6:00 a.m. to 10:00 p.m., Monday through Saturday, and 8:00 a.m. to 5:00 p.m. on Sunday. The Shared-Ride (paratransit) service operates from 7:00 a.m. to 5:00 p.m., Monday through Friday, with 24-hour advance notice required. In the state of Pennsylvania, people over the age of 65 ride the bus for free (except for a 2-hour period each weekday), thanks to funding from the state lottery. Seniors must provide a 15-cent co-payment for Shared-Ride trips.

Blair County, which contains the city of Altoona and the entire AMTRAN service area, has a population of 130,000, 17 percent of which is over the age of 65. AMTRAN officials estimate that 41 percent of their fixed-route passengers are senior citizens, which amounts to nearly 300,000 annual passenger trips. This is an astoundingly high proportion of elderly passengers for a fixed-route system. Unfortunately, the number of

elderly passengers riding AMTRAN is in decline. According to AMTRAN officials, 54 percent of the fixed-route passengers were over age 65 in 1994. AMTRAN officials point to demographic changes within the over-65 community, noting that there used to be a large number of elderly people who had never driven, who had grown up with the AMTRAN system, and who were comfortable with it. Most people turning 65 today have been driving for almost 50 years and are far less likely to start riding the bus at an advanced age. As a result, AMTRAN is now shifting its promotional focus towards attracting commuters and work trips.

AUSTIN RESOURCE CENTER FOR INDEPENDENT LIVING—AUSTIN, TEXAS

Noteworthy features: Travel ambassador program.

The Austin Resource Center for Independent Living (ARCIL), founded in 1979 as a service project of Mobility Impaired Grappling Hurdles Together (MIGHT), was incorporated separately in 1982. MIGHT, a cross-disability consumer organization, was founded in 1971 by concerned people with disabilities to address independent living needs. MIGHT concluded that to meet requests for independent living services by people with disabilities, Austin needed a professionally operated, community-based agency offering a myriad of services. ARCIL meets the definition of an independent living center as defined in Section 725 of the Rehabilitation Act of 1973, as amended.

ARCIL is a consumer-driven, community-based, not-for-profit corporation dedicated to the empowerment of people with disabilities to achieve maximum independence and equal community access. Services are developed, directed, and delivered primarily by people with disabilities. ARCIL contributes to the development and improvement of attitudes, resources, methodologies, and opportunities for community integration.

Historically, ARCIL has developed programs that provide services in information and referral, peer counseling, independent living skills training, and advocacy. Other ARCIL services are in the areas of transportation services from school to adult life, transportation training, employment assistance, community education through ADA technical assistance, and disability awareness training.

CAPITAL AREA TRANSIT AUTHORITY— LANSING, MICHIGAN

Noteworthy features: Low-floor vehicles.

The Capital Area Transportation Authority (CATA) is the regional public transportation provider for the Lansing metropolitan area in Michigan. CATA's service area includes the cities of Lansing and East Lansing, the townships of Lansing, Delhi, and Meridian, and Ingham County. CATA operates 40 fixed routes, county-wide general public demand-response service, and Spec-Tran, a demand-response service designed to meet the needs of people with disabilities. CATA currently travels more than 3.9 million miles each year and provided nearly 6.5 million passenger trips in 2000. CATA

has worked hard to accommodate older persons and passengers with disabilities in recent years. Their entire fleet of vehicles is wheelchair accessible, and all new vehicles purchased are low-floor. CATA also operates an extensive travel training program for seniors and people with disabilities.

CAPITAL METRO TRANSPORTATION AUTHORITY—AUSTIN, TEXAS

Noteworthy features: Extended service hours.

The Capital Metropolitan Transportation Authority was created in 1985 under the provisions of Article 1118x by a vote of the public. The service area consists of 492 square miles and includes a population of 647,463. In addition to the city of Austin, Capital Metro's service area includes the cities of Manor, San Leanna, Leander, Jonestown, Lago Vista, Travis County Precinct 2, and the Anderson Mill area of Williamson County. Annually, Capital Metro provides more than 30 million passenger trips and 13 million miles of service, using a fleet of 376 vehicles.

All Capital Metro vehicles are lift-equipped and have kneeling capabilities. Seating at the front of buses is reserved for seniors, and drivers will also assist people using walkers, crutches, or canes with boarding. Seniors, age 65 and older, ride any of the Capital Metro buses and shuttles free of charge, needing only to present a Capital Metro Senior ID card or a driver's license showing date of birth. Capital Metro also provides free transportation for senior group outings under the EasyRider program.

CITY OF NAPA, CALIFORNIA

Noteworthy features: Travel ambassador program.

For years, elderly and disabled persons in small towns and rural areas in the Napa Valley could only use paratransit. No fixed-route service was available in these outlying areas. A massive service expansion in the 1980s brought fixed-route coverage to the entirety of Napa County, and by 1991, the countywide service was 100 percent accessible. The system was split into two services, Napa Valley Transportation (NVT) and the V.I.N.E. (Valley Intra-city Neighborhood Express). Service is provided from 5:20 a.m. to 9:00 p.m., Monday through Friday, 6:00 a.m. to 8:00 p.m. on Saturdays, and 8:15 a.m. to 6:00 p.m. on Sundays. The entire fleet comprises kneeling buses equipped with wheelchair lifts.

In spite of these improvements, county officials were disappointed to find that many seniors and people with disabilities did not use the service. To address this issue, Napa officials implemented a very successful travel training program known as the Transportation Users Assistance Project (in 1993). The project emphasized peer training in combination with staff instruction and trained 100 elderly and disabled persons to ride NVT and the V.I.N.E.

FLAGLER COUNTY COA—FLORIDA

Noteworthy features: Web-based, real-time bus locators.

Flagler County Council on Aging (COA) is the Community Transportation Coordinator

for the county and coordinates all transportation for disadvantaged persons in Flagler County, Florida. Flagler County provides approximately 300 daily trips using a fleet of 22 buses/vans and 3 automobiles. According to Flagler County officials, there are 2,500 unduplicated clients served by Flagler County COA. Service is available 7 days a week with 24-hour advance notice required. There is no fixed-route service in Flagler County.

GREAT FALLS TRANSIT DISTRICT— GREAT FALLS, MONTANA

Noteworthy features: Travel training, improved shelters and transfer facility, driver training, community relations.

The state of Montana has the fourth fastest-growing senior population in the United States, with an annual 23-percent increase in the state's elderly population. In response to this dramatic increase, the state legislature recently passed a bill requiring the state Department of Health and Human Services to report annually on the aging population. Cascade County, which contains the city of Great Falls and the entire Great Falls Transit District (GFTD), has a population of more than 78,000 (according to 1999 Census estimates) of which 14 percent are over the age of 65.

GFTD in Great Falls, Montana, provides directly operated fixed-route and demand-response service (via contract with Diamond Cab) within the transit district service boundaries. Service is provided between 5:15 a.m. and 7:15 p.m., Monday through Friday, and 9:00 a.m. to 6:30 p.m. on Saturdays.

Older persons do not automatically qualify to ride the GFTD paratransit system. They must fill out an application, have a doctor verify their disability, and complete an interview with the GFTD staff. Because of these restrictions, many older persons ride the regular fixed-route service. GFTD officials estimate that between 11 percent and 15 percent of their fixed-route riders are over the age of 65. Because the maximum length of the GFTD fixed routes is only 30 minutes, it may actually be easier for some older persons to ride the bus than to use the dial-a-ride service.

INDEPENDENT TRANSPORTATION NETWORK— PORTLAND, MAINE

Noteworthy features: Customer focus, multiple service options with corresponding prices, extended service hours, varied co-payment options, use of volunteers.

The Independent Transportation Network (ITN) in Portland, Maine, was established to enhance the mobility of older persons. ITN's stated objectives include helping older persons maintain their mobility, dignity, and independence without compromising safety. The ITN has been more ambitious than most other services in addressing customer satisfaction issues of acceptability, accessibility, adaptability, affordability, and availability. ITN offers a range of demand-responsive services to a broad spectrum of older riders. A key feature is that ITN offers a high level of consumer choice regarding service levels, trip costs, and payment options.

The ITN is a nonprofit membership organization that uses automobiles driven by both paid staff and volunteer drivers. Trips are available to persons 65 years of age and older and visually impaired persons. There are no other restrictions on eligibility for services. Services are available 24 hours a day, 7 days a week, 365 days a year, with no restrictions on trip purpose. Services are available within a 15-mile radius of Portland and within a 15-mile radius of the cities of Saco/Biddeford; trips are occasionally provided outside these boundaries depending on the availability of automobiles, drivers, and volunteers.

LIFT TRANSPORTATION— SAN DIEGO, CALIFORNIA

Noteworthy features: Travel training, follow-up, zero denials for initial trips.

The LIFT Transportation service, operated by North County Lifeline, Inc., provides ADA paratransit services to ADA-certified residents of Northern San Diego County, California. Their enormous service area (over 1,100 square miles) is a mix of suburban and rural areas and includes the towns of San Clemente, La Jolla, and Ramona. Services are provided weekdays from 5 a.m. to 8 p.m., and weekends from 6 a.m. to 7 p.m., using a fleet of 34 lift-equipped, body-on-chassis vehicles and 2 lift-equipped mini-vans. Twenty-four hour advance notice is required for all reservations, and they will accept reservations up to a week in advance. LIFT contracts with several local cab companies to handle their overflow. LIFT also provides extensive information and referral services

to people they are unable to serve, or who are ineligible, as well as providing CTSA (Consolidated Transportation Services Agency) services. North County Lifeline has been around for more than 35 years, providing a wide variety of community services. They are very well known in their area, which provides immediate visibility and recognition for the LIFT program.

LIFT paratransit came into existence in 1992 with the advent of the ADA. North County Lifeline received the certification contract for the North County area and established LIFT, Inc. Originally, LIFT came about as a way to help those who were denied certification or service, but it has grown into a much larger program that now provides the ADA service. In addition, LIFT provides information and referral services, extensive technical assistance to smaller agencies, and quarterly safety seminars.

METRO REGIONAL TRANSPORTATION AUTHORITY— AKRON, OHIO

Noteworthy features: Extended service hours.

Metro Regional Transportation Authority (RTA) provides fixed-route, paratransit, and subscription-based service to residents of Summit County and the Akron, Ohio, metropolitan area. Metro RTA operates a fleet of 217 revenue passenger vehicles, which includes 65 paratransit vehicles. Metro RTA's entire fleet of vehicles is wheelchair accessible. Transportation and paratransit services are available between the hours of 4:15 a.m. and 11:30 p.m.

during the week, 5:30 a.m. and 10:30 p.m. on Saturdays, and 7:30 a.m. and 7:30 p.m. on Sundays.

MOUNTAIN EMPIRE OLDER CITIZENS— BIG STONE GAP, VIRGINIA

Noteworthy features: Flexibility, high level of service.

Since 1974, Mountain Empire Older Citizens (MEOC) has provided Area Agency on Aging transportation and general public transportation to the city of Norton and the counties of Lee, Wise, and Scott in southwestern Virginia. Service is provided year-round between the hours of 7:00 a.m. and 5:00 p.m., Monday through Friday.

The service area is rural and mountainous, with a population of just over 90,000, 15 percent of which are over the age of 65. Coal mining is the dominant industry in this part of the state and has been for many decades. The long-term effects of coal-mining and coal dust exposure are evident in the frail nature of the elderly population in this area.

In addition to general public transportation, MEOC provides a variety of services tailored to the individual requirements of anyone in their service area. Able-bodied people without cars can get a ride wherever they need to go, using the general public demand-responsive system. People requesting a higher level of service must first meet with a caseworker. The caseworker determines their level of need and reports back to MEOC. The level of service

afforded to that person depends on the caseworker's report. This wide range of services is provided with a diverse fleet of vehicles including station wagons, mini-vans, vans, lift-equipped vans, and body-on-chassis vehicles. People who are deemed to be too frail to ride a bus for several hours are eligible for the MEOC "One-on-One" service. For this service, a driver picks up a client, takes the client to his or her appointment, waits for the client to finish, takes the client to the pharmacy (if necessary), and then takes the client home. In some situations, a driver will pick up a blank check and a shopping list from a client and do that person's grocery shopping. The driver will then bring the groceries to the client's home and put them away for the client. In some extreme cases, drivers will actually move a client in a Mountain Empire vehicle, packing all of the client's belongings and transporting them to an elderly care facility or apartment. MEOC prides itself on making extra efforts to meet the needs of the elderly clients in the service area. If a caseworker identifies a need, MEOC will meet it.

SHEPHERD'S CENTER ESCORT TRANSPORTATION— KALAMAZOO, MICHIGAN

Noteworthy features: One-on-one escorted transportation.

Since 1989, The Shepherd's Center in Kalamazoo, Michigan, has provided escort transportation service to older persons in the community. Escort transportation

involves a volunteer driving an older person to a medical appointment, escorting the person inside to the doctor, waiting for the person, and then bringing the person home. The program began with a \$20,000 local grant and 12 participating churches, each providing five volunteers. Since then, the program has grown to 42 churches providing in-kind and financial aid and 120 volunteer drivers. Service is available from 8:00 a.m. to 4:00 p.m., Monday through Thursday. Shepherd's Escort Transportation provided 4,162 one-way passenger trips to 258 clients in 2000. The program coordinates with the local paratransit system, senior centers, adult day care facilities, hospitals, and other organizations.

SUN TRAN— ALBUQUERQUE, NEW MEXICO

Noteworthy features: Computerized scheduling, mobile data terminals.

Sun Tran provides fixed-route and ADA-paratransit service to the Albuquerque metropolitan area. Service is provided Monday through Saturday, 5:30 a.m. to 10:00 p.m., and Sunday, 7:30 a.m. to 7:00 p.m. There is no general public demand-responsive service—passengers using the Sun Tran paratransit must be ADA-certified through an interview with a Sun Tran committee. There is no advance notice requirement for paratransit trips; they are available on a "first-come, first-served" basis. Sun Tran uses a computerized dispatching program, which has been in place for 6 years. Their vehicles are all equipped with on-board data terminals. This advanced system has improved efficiency since its installation.

SWEETWATER TRANSPORTATION AUTHORITY— SWEETWATER COUNTY, WYOMING

Noteworthy features: Coordinated transportation services, computerized scheduling for demand-responsive transit services.

The Sweetwater County Transit Authority (STAR) serves a very large and sparsely populated rural county. Initiated in 1989, STAR replaced a large number of client-based, agency-operated transportation services with a single coordinated demand-responsive public transit system. STAR substantially reduced per trip costs for agencies and increased the number of trips provided, while also extending service hours and boundaries, creating new services where none had existed, and providing rides for members of the general public. This system's features include providing one-stop transportation shopping for riders, emphasizing data collection and technology, and offering high-quality, dependable service. The system's primary economic benefit has been enabling local elderly residents to continue living independently in their own homes instead of moving to nursing homes.

TRANSPORTATION OPTIONS— BROWARD COUNTY, FLORIDA

Noteworthy features: Customer service training, quality control, zero trip denials, brokerage.

In Broward County, Florida, the public transportation provider is the Community Transportation Coordinator that administers federal, state, and local transportation funds. This agency established a coordinated, multiprovider paratransit service called Transportation Options (TOPS) in 1996. TOPS provides human service transportation, transportation for the disadvantaged (as specified under Florida law), and ADA paratransit. TOPS contracts with multiple providers for service, and riders may choose among participating providers. This combination of coordination and customer choice has vastly improved the quality of service in Broward County. Eligible passengers can now travel to more destinations, with more providers and service hours to choose from than ever before. These improvements led to Broward County Transportation being awarded the Outstanding Achievement Award by the American Public Transportation Association in 1998. Broward County was also designated as Florida's Community Transportation Coordinator of the year in 1999.

TRI-MET— PORTLAND, OREGON

Noteworthy features: Low-floor vehicles, extended service hours, volunteer drivers.

Tri-Met in Portland, Oregon, provides fixed-rail, fixed-route, and demand-responsive service to residents of the Portland Metro Area, including the towns of Beaverton, Hillsboro, Oregon City, Troutdale, Lake Oswego, Milwaukie, Tualatin, Tigard, and Gresham. Tri-Met provides service 7 days a week, with the fixed-route and paratransit running from 4:30 a.m. to 2:30 a.m. ADA-

paratransit services are available to ADA-certified passengers with 24-hour advance notice.

Tri-Met's paratransit service began in 1980 as a demonstration project designed to provide client transportation to social service agencies. This beginning inaugurated Tri-Met's longstanding partnership with area human service agencies. The system operated as a consolidated area agency transportation service, with a prioritizing system and limited service. Once the ADA regulations came into effect, the service changed substantially. Eligibility requirements were established, and eligible clients could no longer be turned down for service. The service hours were also increased. Efforts to meet the ADA regulations took some of Tri-Met's attention away from older persons to focus on people with disabilities. As of 1998, Tri-Met's entire vehicle fleet (both fixed-route and paratransit) was wheelchair accessible.

WEST AUSTIN CAREGIVERS— AUSTIN, TEXAS

Noteworthy features: One-on-one escorted transportation.

West Austin Caregivers was established as a 501 C3 (a nonprofit organization) in 1985 to provide volunteer support services for senior citizens in the western part of Austin, Texas. In the first year of service, West Austin Caregivers had two part-time employees and provided transportation and meal delivery services. By 1999, the staff had grown to 7 (5 volunteer), and there were 125 volunteer drivers. West Austin Caregivers provides escort transportation to medical appointments, grocery shopping, community activities, and miscellaneous errands. There are several levels of service, ranging from curb-to-curb to full door-through-door escort transportation. In 1999, West Austin Caregivers provided 3,285 trips to 326 clients.

Table A-1.**Contact Information for Transportation Systems**

System Name	Location	Telephone	Contact	Noteworthy Features
ACCESS	Pittsburgh, PA	(412) 562-5380	Karen Hoesch, Assistant Director	Zero trip denials, complaint monitoring, quality checking, brokerage
Altoona Metro Transportation (AMTRAN)	Altoona, PA	(814) 944-4074	Eric Wolf, General Manager	Driver training, customer service, low-floor vehicles
Austin Resource Center for Independent Living (ARCIL)	Austin, TX	(512) 832-6349	Mike O'Neill	Travel ambassador
Capital Area Transit Authority (CATA)	Lansing, MI	(517) 394-1100	Pat Gilbert, Director of Marketing	Low-floor vehicles
Capital Metro Transportation Authority	Austin, TX	(512) 389-7400	Justin Augustine, III, General Manager	Extended service hours
City of Napa	Napa, CA	(707) 255-7631	Judy Hopkins	Travel ambassador
Flagler County Council on Aging (COA)	Palm Coast, FL	(386) 437-7300	Steve Jones, Executive Director	Web-based, real-time bus locators
Great Falls Transit District (GFTD)	Great Falls, MT	(406) 727-0382	B.F. Christiaens, General Manager	Travel training, improved shelters and transfer facility, driver training
Independent Transportation Network (ITN)	Portland, ME	(207) 854-0505	Katherine Freund, Executive Director	Customer focus, multiple service options with corresponding prices, extended service hours, varied co-payment options, use of volunteers
LIFT, Inc. (North County Lifeline, Inc.)	Vista, CA	(760) 726-3961	Stacy Zwager	Travel training, follow-up, meeting first trip request
Metro Regional Transportation Authority (RTA)	Akron, OH	(330) 762-0341	Alan Smith, Director of SCAT	Extended service hours
Mountain Empire Older Citizens (MEOC)	Big Stone Gap, VA	(540) 523-4202	Mike Henson, Transit Manager	Flexibility, extremely high level of service
Shepherd's Center Escort Transportation	Kalamazoo, MI	(616) 383-1122	Joanne DeKoekkoek	One-on-one escorted transportation
Sun Tran	Albuquerque, NM	(505) 843-9200	Annette Trujillo, Paratransit Manager	Computerized scheduling, mobile data terminals
Sweetwater Transportation Authority (STAR)	Rock Springs, WY	(307) 382-7827	Judy Wilkinson, Director	Coordinated transportation services, computerized scheduling for demand-responsive transit services
Transportation Options (TOPS) Broward County Transit	Pompano Beach, FL	(954) 357-8321	Ed Wisniewski, Paratransit Manager	Customer service training, quality control, zero trip denials, brokerage
Tri-Met	Portland, OR	(503) 238-7433	Deborah Maerckline	Low-floor vehicles, extended service hours, volunteer drivers
West Austin Caregivers	Austin, TX	(512) 472-6339	Jean Barret-Teel	One-on-one escorted transportation

Abbreviations used without definitions in TRB publications:

AASHO	American Association of State Highway Officials
AASHTO	American Association of State Highway and Transportation Officials
ASCE	American Society of Civil Engineers
ASME	American Society of Mechanical Engineers
ASTM	American Society for Testing and Materials
FAA	Federal Aviation Administration
FHWA	Federal Highway Administration
FRA	Federal Railroad Administration
FTA	Federal Transit Administration
IEEE	Institute of Electrical and Electronics Engineers
ITE	Institute of Transportation Engineers
NCHRP	National Cooperative Highway Research Program
NCTRP	National Cooperative Transit Research and Development Program
NHTSA	National Highway Traffic Safety Administration
SAE	Society of Automotive Engineers
TCRP	Transit Cooperative Research Program
TRB	Transportation Research Board
U.S.DOT	United States Department of Transportation