



# **COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN**

## **EXECUTIVE SUMMARY**

### **Learn More:**

For more information about the CPT-HSTP, visit the website:  
[www.wampo.org/public-transit](http://www.wampo.org/public-transit)



The Coordinated Public Transit Human Services Transportation Plan focuses on the transportation options available to frequently underserved populations, which include the three population characteristics of age (over 64), disability status, and household income. Human service transportation includes a broad range of transportation service options designed to meet the needs of transportation-disadvantaged populations including older adults, disabled persons, and/or those with lower income.

Most people, regardless of age, disability, or income level have different transportation needs and may require a specific set of services depending on their abilities, environment, and the options available in their community.

The Coordinated Human Services Transportation Plan is a tool for the community in coordinating the human service transportation programs for older adults, people with disabilities, and low-income households within the WAMPO region.

## COMMUNITY PROFILE

The Community Profile provides a description of the current system and target populations within the WAMPO region. This profile also includes a listing of available services, current transportation providers (public, private, and nonprofit), and an overview of public transportation funding.

### Demographic Characteristics by Geographic Area

The following chart compares the percentage of certain populations in the WAMPO region to the percentage of that population in Coordinated Transit District #9 counties, the State of Kansas, and the entire United States.

Geographic Area	Over age 64	Low Income	Disability	No Vehicle Available	Limited English Proficiency	Minority
United States	16.0%	12.6%	12.6%	8.3%	8.2%	31.8%
Kansas	15.8%	11.5%	13.2%	5.1%	4.6%	18.6%
CTD #9 Counties	15.3%	12.6%	14.7%	5.7%	4.9%	26.1%
WAMPO Region	<b>14.8%</b>	<b>12.7%</b>	<b>14.5%</b>	<b>5.9%</b>	<b>5.3%*</b>	<b>23.4%*</b>

Source: 2021 American Community Survey 5-year estimates (B08201, S0101, S1701, S1810, C16001) \*2020 ACS

### Public Providers

Of the 25 providers listed in the Inventory of services and providers, 8 are categorized as public transit providers in WAMPO region and are listed on the WAMPO Public Transit Page ([wampo.org/public-transit](http://wampo.org/public-transit)). These providers include:

- **Butler County Transit Program:** a service provided by the Butler County Department on Aging is a general public transportation program that offers a variety of routes throughout the county with Wichita urbanized area routes in the City of Andover and into the City of Wichita. All general public transportation vehicles of this service are handicapped accessible. For more information visit: [www.bucoks.com/158/Transportation](http://www.bucoks.com/158/Transportation)
- **Cowley County Council of Aging:** For more information visit: <https://www.sckaaa.org/cowley-county/>
- **Derby Dash:** a service in the City of Derby this on-demand public transportation service has been in operation since 2007. The Derby Dash is available to residents of all ages and is equipped with accommodations for older adults and people with disabilities living in the Derby city limits. For more information visit: <http://www.derbyweb.com/132/Derby-Dash-Public-Transportation>
- **Haysville Hustle:** provides low-cost public transportation in the City of Haysville. Haysville Hustle is a demand-response service. For more information visit: <https://www.haysville-ks.com/haysville-hustle>
- **Mulvane Senior Center:** the Mulvane Recreational Commission provides transportation for many of the senior activities. For more information visit: <https://www.mulvanekansas.com/department/?structureid=15>
- **Park City Senior Center:** has a volunteer transportation program for residents of Park City, Bel Aire, Kechi, or Valley Center for adults over the age of 55. They also offer a Lyft Concierge program for qualifying trips. For more information visit: <https://www.parkcityks.gov/69/Senior-Center>
- **Sedgwick County Transportation (SCT):** a service provided by the Sedgwick County Department on Aging. SCT provides limited on-demand transit services for medical and/or critical care purposes for multiple cities in Sedgwick County. For more information visit: [www.sedgwickcounty.org/aging/transportation/](http://www.sedgwickcounty.org/aging/transportation/)
- **Wichita Transit:** the Wichita Transit service provides fixed-route transit and paratransit services within the Wichita Urbanized Service Area. For more information visit: <https://www.wichitatransit.org/>

# THE NEEDS ASSESSMENT

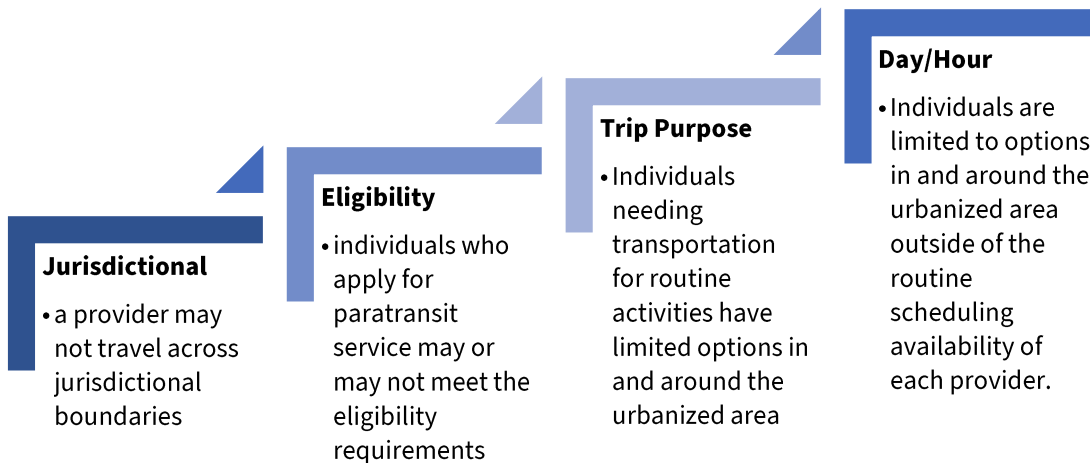
The Community Needs Assessment is a description of the transportation needs of the target populations and includes gaps in service. To assess the needs and challenges facing the three-target populations and those without vehicles, staff reached out to multiple transportation providers in the region and created a community survey that was distributed to transportation providers to request feedback from stakeholders.

## Survey Needs Results

The community survey was available in English, Spanish, and Vietnamese in physical format and digitally on the WAMPO Public Transit Page: [wampo.org/public-transit](http://wampo.org/public-transit). 262 survey submissions were received, of which 195 were hard paper copies and 67 were online submissions. Approximately 80-95 total staff hours were dedicated to promoting the community survey.

## Provider Limitations

Private and public transportation providers play crucial roles in offering mobility options for residents in urbanized areas. However, both types of providers have their own sets of limitations that can pose challenges to individuals seeking transportation services. This plan delves into the limitations associated with both private and public transportation providers and how these limitations can hinder accessibility and convenience for people in urban communities. The following examples illustrate how these **limitations** may pose as barriers to service:



## Needs Assessment Summary

The following graphic summarizes the needs this plan will address.



## IMPLEMENTATION PLAN

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The Implementation Plan will identify strategies, activities, and potential projects that will address the identified gaps in service for older adults, people with disabilities, and households with low income.

### 5310 Scoring Rubric

The plan contains information that expands the detail associated with the updated scoring criteria for the *Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310* FTA grant program for the urbanized area.

### Goals

#### **Goal 1: Enhance Accessibility and Inclusivity.**

- Strategies:
  - Provide training for drivers on accommodating passengers that require accommodations.
  - Create/promote transportation programs that could benefit low-income individuals.
  - Increase availability of multi-lingual information.

#### **Goal 2: Remove transportation barriers.**

- Strategies:
  - Assess demand for extended hours.
  - Allocate resources for late-night and weekend service.
  - Collaborate with local businesses to determine peak transportation needs and allocate resources to high-demand routes.

#### **Goal 3: Increase collaboration between transit providers.**

- Strategies:
  - Collaborate with communities, businesses, and institutions in the region to identify shared transportation needs and opportunities for joint services.

#### **FROM THE SURVEY RESPONSES:**

59% of respondents said that they would need some kind of accommodation, 32% of the respondents have a household income under \$25,000, 16% of the respondents are over the age of 65, 16% of the respondents don't have English as their first language, about 20% of the additional comments portion request better accommodations for bus stops, and 15% reported issues with driver behavior.

#### **FROM THE SURVEY RESPONSES:**

15% of the responses said that they cannot get to their job/place of employment via transit, and 14% said they could not get to medical appointments via transit. 55% of the respondents said that ending transit services later at night, adding more routes, and operating on the weekends would make transit services more appealing/easier to use. From the additional comments, 25% of respondents would like to transit providers to extend service hours and dates.

For full plan visit: <https://www.wampo.org/public-transit>