

# 2024 Update to the Greater Philadelphia Region's Coordinated Human Services Transportation Plan



January 2025





**The Delaware Valley Regional Planning Commission (DVRPC)** is the federally designated Metropolitan Planning Organization for the Greater Philadelphia region, established by an Interstate Compact between the Commonwealth of Pennsylvania and the State of New Jersey. Members include Bucks, Chester, Delaware, Montgomery, and Philadelphia counties, plus the City of Chester, in Pennsylvania; and Burlington, Camden, Gloucester, and Mercer counties, plus the cities of Camden and Trenton, in New Jersey.

DVRPC serves strictly as an advisory agency. Any planning or design concepts as prepared by DVRPC are conceptual and may require engineering design and feasibility analysis. Actual authority for carrying out any planning proposals rest solely with the governing bodies of the states, local governments or authorities that have the primary responsibility to own, manage or maintain any transportation facility.

DVRPC is funded through a variety of funding sources including federal grants from the U.S. Department of Transportation's Federal Highway Administration (FHWA) and Federal Transit Administration (FTA), the Pennsylvania and New Jersey departments of transportation, as well as by DVRPC's state and local member governments. The authors, however, are solely responsible for the findings and conclusions herein, which may not represent the official views or policies of the funding agencies.

**Title VI Compliance** The Delaware Valley Regional Planning Commission (DVRPC) fully complies with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related nondiscrimination mandates in all programs and activities. DVRPC is committed to ensuring that no person is excluded from participation in, or denied the benefits of, all programs and activities on the basis of race, creed color, national origin, age, gender, disability, sexual orientation, or income level, as protected by Title VI of the Civil Rights Act of 1964 and other related nondiscrimination mandates.

DVRPC's website, [www.dvrpc.org](http://www.dvrpc.org), may be translated into multiple languages. Publications and other public documents can be made available in alternative languages and formats, if requested. DVRPC's public meetings are always held in ADA-accessible facilities, and held in transit-accessible locations whenever possible. DVRPC will work to accommodate all reasonable requests for translation, interpretation, accommodations or other auxiliary services and encourages that requests be made at least seven days prior to a public meeting. Requests can be made by contacting the Commission's ADA and Title VI Compliance Officer Shoshana Akins via email at [public\\_affairs@dvrpc.org](mailto:public_affairs@dvrpc.org), calling 215.592.1800, or while registering for an upcoming meeting.

Any person who believes they have been aggrieved by an unlawful discriminatory practice by DVRPC under Title VI has a right to file a formal complaint. Any such complaint must be in writing and filed with DVRPC's ADA and Title VI Compliance Officer Shoshana Akins and/or the appropriate state or federal agency within 180 days of the alleged discriminatory occurrence. Complaints that a program, service, or activity of DVRPC is not accessible to persons with disabilities should be directed to Shoshana Akins as well. For more information on DVRPC's Title VI program or to obtain a Title VI Complaint Form, please visit: [www.dvrpc.org/GetInvolved/TitleVI](http://www.dvrpc.org/GetInvolved/TitleVI), call 215.592.1800, or email [public\\_affairs@dvrpc.org](mailto:public_affairs@dvrpc.org).

# CONTENTS

Section 1. <b>INTRODUCTION</b> .....	1
DEFINITION OF VULNERABLE POPULATIONS PLANNING AREA.....	2
OUTREACH AND ENGAGEMENT FOR PLAN UPDATE.....	3
Section 2. <b>SERVICE</b> .....	7
RURAL COMMUNITIES FACE UNIQUE TRANSPORTATION CHALLENGES.....	7
CHANGES IN SERVICE AND SERVICE AREA.....	7
SERVICE: GAPS & BRIDGES .....	8
Case Study 1. CAMDEN LOOP .....	9
Section 3. <b>FUNDING</b> .....	11
FUNDING SOURCES AND PROGRAMS .....	11
CAPITAL FUNDING .....	11
OPERATIONAL FUNDING.....	12
OTHER FUNDING SOURCES AND PROGRAMS.....	12
FUNDING: GAPS & BRIDGES.....	14
Case Study 2. HOP ON THE BUS! CREATING GREATER AWARENESS AND INCREASING THE RIDER EXPERIENCE ON JARC BUS SERVICES.....	15
Section 4. <b>DATA</b> .....	17
DATA: GAPS & BRIDGES.....	18
Case Study 3. FINDMYRIDEPA .....	19
Section 5. <b>SERVICE COORDINATION</b> .....	21
INFORMATION SHARING .....	21
CONVENING STAKEHOLDERS .....	21
SERVICE PROVIDER WORKSHOPS AND INFORMATION SHARING FORUMS .....	22

# CONTENTS CONT.

BUILDING AND MAINTAINING PARTNERSHIPS.....	22
SERVICE: COORDINATION GAPS & BRIDGES .....	23
Case Study 4. NJ TRANSIT’S SENIOR COORDINATION ADMINISTRATOR.....	24
Section 6. <b>BOLD IDEAS FOR IMPROVING TRANSPORTATION ACCESSIBILITY ....</b>	<b>25</b>
Appendix A: <b>DIRECTORY OF SHUTTLE SERVICES IN REGION .....</b>	<b>A.1</b>
Appendix B: <b>PARTICIPANTS OF SURVEY .....</b>	<b>B.1</b>
Appendix C: <b>SURVEY QUESTIONS &amp; RESPONSES .....</b>	<b>C.1</b>
SURVEY QUESTIONS.....	C.3
SURVEY RESPONSES.....	C.9
<b>Figures:</b>	
Figure 1. DVRPC EQUITY THROUGH ACCESS MAP TOOLKIT, 2024.....	3
<b>Tables:</b>	
Table 1. ORGANIZATIONS CONTACTED DURING OUTREACH, 2024 .....	12
Table 2. FUNDING PROGRAMS USED BY COORDINATED HUMAN SERVICE TRANSPORTATION .....	
PROVIDERS IN THE DVRPC REGION: STATE, USE, AND TYPE.....	13
Table 3. FUNDING PROGRAMS USED BY COORDINATED HUMAN SERVICE TRANSPORTATION .....	
PROVIDERS IN THE DVRPC REGION: ELIGIBLE AGENCY TYPE .....	13
Table 4. PROGRAMS USED BY COORDINATED HUMAN SERVICE TRANSPORTATION PROVIDERS IN	
THE DVRPC REGION: PROGRAM DETAILS AND FUNDING GAPS.....	13

# Section 1. INTRODUCTION

As the federally designated Metropolitan Planning Organization (MPO) for the Greater Philadelphia region, the Delaware Valley Regional Planning Commission (DVRPC) is responsible for promoting the equitable development of over 300 municipalities across nine counties in two states. DVRPC's Equity Through Access (ETA) program seeks to improve economic and social opportunity in the region by expanding access to essential services for vulnerable populations – those more critically impacted by barriers and gaps in infrastructure, service coordination, and policies. Under its ETA program, DVRPC evaluates and updates the region's Coordinated Human Services Transportation Plan (CHSTP).

Following federal guidance<sup>1</sup>, the DVRPC region's CHSTP focuses on the needs and experiences of vulnerable populations or persons critically impacted by barriers and gaps in infrastructure, transit service coordination, and/or policies that affect access to ADA-accessible transit options. For the purpose of this CHSTP and the ETA program, data for the following populations are used for determining need and accessibility: 65 years and older, reported physically or mentally disabled, low-income, and/or transit dependent. The ETA program routinely reviews the characteristics needed for a person to be considered vulnerable alongside guidance provided by the federal government on developing a CHSTP.

Beginning in 2016, DVRPC's CHSTP has been guided by the U.S. Department of Transportation's Ladders of Opportunity Initiative's goal to foster a deeper

understanding of the needs of communities that have traditionally faced barriers navigating the nation's infrastructure. In 2020, DVRPC continued its robust community engagement efforts by collaborating with a diverse group of transit providers, transit users, and a stakeholder committee to develop the 2020 CHSTP. For the 2024 CHSTP update, DVRPC focused its outreach on organizations that plan, fund, and/or operate and maintain ADA-accessible transportation on behalf of users, including senior and disabled populations.

The 2024 Coordinated Human Services Transportation Plan summarizes the challenges currently impeding the improvement and innovation of the Greater Philadelphia region's accessible transportation providers. The following chapters also include opportunities, recommendations, and next steps for these providers to consider.

**SECTION 1** - Introduction: definitions of the Federal Transit Administration's (FTA) CHSTP program, demographics profile of the area affected by this document, and a summary of the outreach and engagement activities that were conducted to support the recommendations in this plan.

**SECTION 2** - Service: challenges for providers shared during the outreach and engagement process, opportunities highlighted by transportation professionals, and a case study highlighting Camden Community Partnership's Camden Loop service.

**SECTION 3** - Funding: challenges that limit operations and prevent service expansions

<sup>1</sup>Federal Transit Administration, "Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions," 2014, [https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070\\_1G\\_FINAL\\_circular\\_4-20-15%281%29\\_1.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070_1G_FINAL_circular_4-20-15%281%29_1.pdf).

shared during the outreach and engagement process, recommendations from transportation professionals across the region for more flexible funding sources, and a case study on one of DVRPC's grant programs.

**SECTION 4 - Data:** challenges and barriers that smaller providers face with collecting, managing, and analyzing data shared during the outreach and engagement process, options for improving how data is currently shared with different providers, and a case study on DVRPC's Equity Through Access Map Toolkit.

**SECTION 5 - Service Coordination:** challenges providers face in connecting their customers with other service providers shared during the outreach and engagement process, suggestions from providers on bridging current coordination gaps, and a case study of New Jersey Transit's recently created statewide CHSTP coordinator role.

**SECTION 6 - Bold Ideas:** a summary of key priorities that transportation planners, policymakers, and accessible transportation providers should address in the next four years.

Throughout the following sections in this document, the terms "gaps" and "bridges" are used to outline challenges or barriers and opportunities or recommendations, respectively. DVRPC defines gaps as existing factors in the region that constrain access to transportation or mobility for vulnerable populations and bridges as possible solutions, based on case studies and expert opinion, aimed at developing more comprehensive and effective regional transit services and multimodal infrastructure. The service, funding,

service coordination, information sharing, and data sections include infographics illustrating the transit user gaps outlined in the 2020 plan alongside the provider gaps outlined in this plan update. The infographics along with the final section in this plan (Bold Ideas) should be considered next steps for improving accessible transit across the region.

## DEFINITION OF VULNERABLE POPULATIONS

Vulnerable populations frequently have one or more of the following demographic characteristics: over the age of 65, physically or mentally disabled, below the poverty line, and/or transit dependent. Over 800,000 residents (15 percent of the regional population) within DVRPC's planning area are 65 or older. About 25 percent of households in the region have one or more disabled occupants. Approximately 12 percent of the region's households live below the poverty line. Frequently, members of vulnerable populations will have more than one characteristic, creating more barriers to accessing mass transportation opportunities available in their area. Based on feedback from transit partners from across the region, there are challenges engaging with persons and communities with limited English proficiency who are over the age of 65, disabled, low-income, and/or transit-dependent. Due to the types of communities (rural, suburban, or urban) and individual needs, some residents may face more significant mobility challenges and are, therefore, more affected by changes in the built environment than others.

The Equity Through Access Map Toolkit displays the spatial distribution of vulnerable communities.<sup>2</sup> Using American Community Survey<sup>3</sup> (ACS 5-year estimates, 2018–2022) data at the block group level, the characteristics

<sup>2</sup> Delaware Valley Regional Planning Commission (DVRPC), "Equity Through Access Map Toolkit," ArcGIS, 2024, <https://dvrpcgis.maps.arcgis.com/apps/MapSeries/index.html?appid=06eab792a06044f89b5b7fadeef660ba>.

<sup>3</sup> U.S. Census Bureau, "2018–2022 American Community Survey 5-Year Estimates Subject Tables," <https://data.census.gov/table/ACSST5Y2022.S0101>.

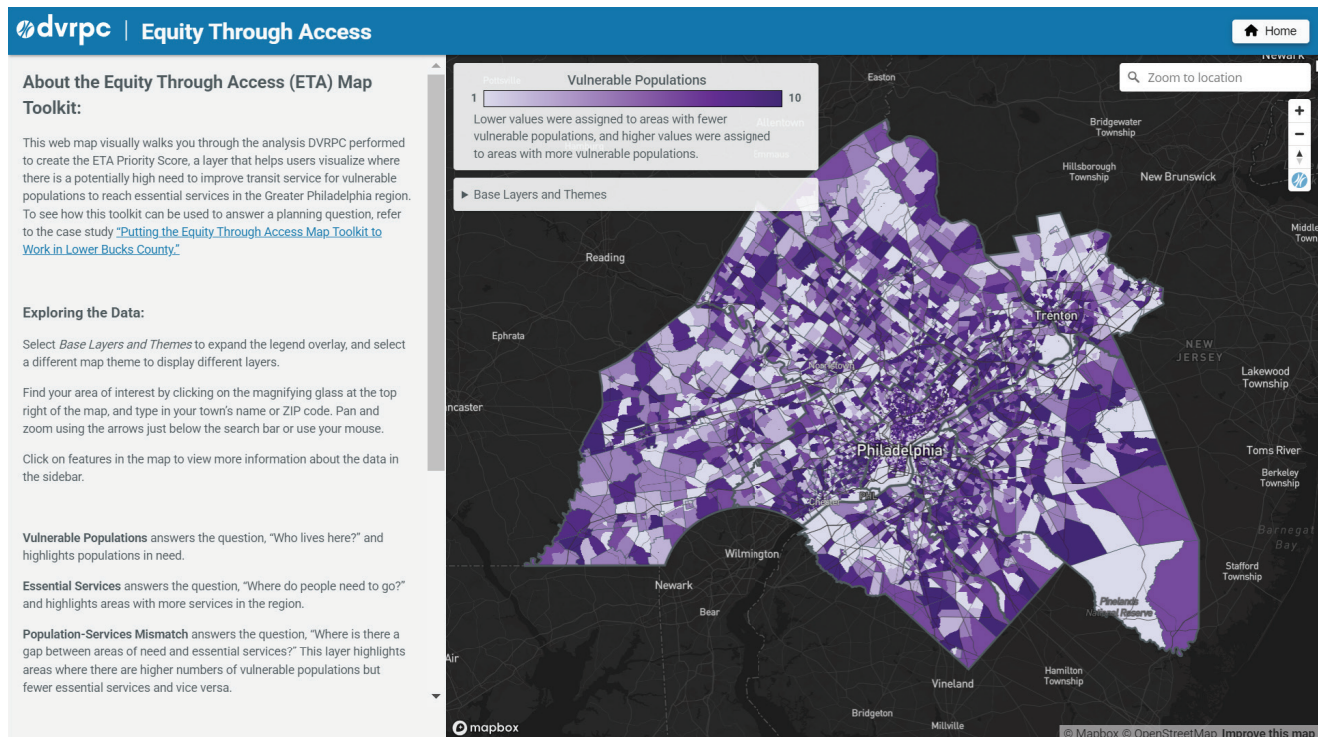
defining a vulnerable person (over 65, physically or mentally disabled, low-income, and/or transit dependent) create a ranking from 1 to 10. Lower values are assigned to areas with lower populations of vulnerable persons, and higher values are assigned to areas with higher populations of vulnerable persons.

## PLANNING AREA

As Greater Philadelphia’s MPO, DVRPC supports urban, economic, and transportation planning for over 5.7 million residents living in the region’s 350 rural, suburban, and urban municipalities. DVRPC's work is conducted across nine counties (3,811 square miles)

between the Commonwealth of Pennsylvania and the State of New Jersey. DVRPC’s CHSTP and ETA program aim to improve opportunities for vulnerable populations across the Greater Philadelphia region to travel with dignity and reach essential services and jobs. This program focuses on the experience of residents over 65, physically or mentally disabled, low-income, and/or transit dependent who frequently encounter larger obstacles to their day-to-day errands or routine due to infrastructure, transportation service, and policy limitations in the region that affect their transportation options.

Figure 1: DVRPC EQUITY THROUGH ACCESS MAP TOOLKIT, 2024<sup>4</sup>



<sup>4</sup> Delaware Valley Regional Planning Commission (DVRPC), "Equity Through Access Map Toolkit," ArcGIS, 2024, <https://dvrpc.org/webmaps/eta/map.html>.

## OUTREACH AND ENGAGEMENT FOR PLAN UPDATE

In 2020, DVRPC's CHSTP project team hosted and led many workshops attended by transit users and providers who work closely with residents who rely on low-cost public ADA-accessible transportation. The gaps and bridges outlined in the 2020 CHSTP focused predominantly on transit users. For the 2024 CHSTP, the ETA team shifted its engagement and outreach to emphasize conversations with direct and indirect transportation providers with continued input from organizations that work closely with transit users who rely on low-cost, accessible transportation. This deep engagement with transportation providers was not explored in previous years but was identified as a priority in the 2020 plan by vulnerable communities. The ETA project team engaged with human service transportation providers that directly operate and maintain transit systems (referred to in this report as direct providers) and agencies that indirectly support them through planning and funding (referred to as indirect providers). The ETA team surveyed and interviewed both direct and indirect providers to better understand the challenges and opportunities they encounter in connecting vulnerable communities with essential services and to understand the experiences and needs of these vulnerable communities.

The goals of the outreach and engagement process were as follows:

1. Meet with geographically and organizationally diverse agencies from across the region to learn about the needs and goals of their accessible transit service(s).
  - A diverse sample of agencies was defined as the inclusion of the following groups:

- ▶ organizations that oversee or preside over the services that are provided in their service area (indirect providers)
- ▶ organizations and agencies that implement and/or provide services, such as major transit agencies, private services workforce shuttles (direct providers)
- ▶ county offices and state agencies organizations that represent senior, disabled, and low-income populations to understand experiences and needs of these populations

2. Collect qualitative data from agencies regarding the challenges they face in providing service and opportunities for improving the provider and customer experience for accessible transportation.
  - The following prompts guided the survey and interview:
    - ▶ What services are currently available and/or dedicated to seniors, workforce access, disabled, or transit-dependent residents?
    - ▶ Are there persistent gaps and long-term barriers hindering service?
    - ▶ Have there been any improvements in the system since 2020?
    - ▶ Do transportation providers feel they have access to the studies, programs, and services happening across the region?
    - ▶ What has been the provider's experience applying for funding and receiving funding to support their organizations and services?
    - ▶ How can DVRPC improve the ETA Map Toolkit to support providers?
    - ▶ Are there any programs or projects that DVRPC could develop to support the work that providers are doing?



The first engagement phase for this plan took place from January through March 2024. For the first engagement phase, the ETA team distributed the electronic Philadelphia Region's Accessible Transportation Service Provider Needs Assessment to direct and indirect providers working with populations affected by the CHSTP. This survey remained open for 90 days. Altogether, the ETA team invited 44 organizations across DVRPC's nine-county region to complete the DVRPC Philadelphia Region's Accessible Transportation Service Provider Needs Assessment (survey questions and responses can be found in the appendix). Table 1 is a detailed catalog of all the organizations invited to complete the survey and participate in the interviews. The team received 21 completed surveys from organizations, with nine organizations from New Jersey and twelve participants from Pennsylvania completing the survey.

The ETA team also conducted 14 in-depth interviews with a representative body of direct and indirect providers who work with populations affected by the CHSTP during the first engagement phase. The interview discussions provided insight from state planning officials, planning and community engagement experts at the region's three largest transit agencies (SEPTA, PATCO, and NJ Transit); private, for-profit, and nonprofit

transit providers with experience working with residents; and transportation management associations (TMAs).

With the findings from the first phase of engagement, combined with U.S. Census Bureau population data and transit data from DVRPC's Office of Travel Trends and Forecasts, survey responses from transit organizations, and feedback from the ETA team's interviews with transportation providers. This draft formed the basis for the next phase of engagement.

For the second phase of engagement, the ETA team distributed electronic versions of the draft gaps and bridges to a greater number of direct and indirect providers. Organizations identified for engagement in the 2020 and 2024 CHSTP were provided the opportunity to review the draft version of this plan and share feedback with the ETA team in August 2024 for three weeks (15 business days). The complete list of organizations and agencies contacted to review the final draft of this plan can be found in Table 1; the list of those that responded via survey and interview are in Appendix B.

Table 1: **ORGANIZATIONS CONTACTED DURING OUTREACH, 2024**

Type	Name	County/Area	State
Authority	DART-First State	Multiple	DE
Authority	NJ TRANSIT	Multiple	NJ
Authority	PennDOT	Multiple	PA
Authority	SEPTA	Multiple	PA
Authority	South Jersey Transit Authority (SJTA)	Southern NJ	NJ
Education	Drexel University	Philadelphia	PA
Education	Rutgers - Camden	Camden	NJ
Education	Temple University	Philadelphia	PA
Education	University of Pennsylvania	Philadelphia	PA
Education	West Chester University	Chester	PA
Government	Burlington County	Burlington	NJ

Government	Burlington County Human Services Department - Aging and Disability Resource Center, Office of Aging	Burlington	NJ
Government	Camden County	Camden	NJ
Government	Chester County	Chester	PA
Government	Delaware County	Delaware	PA
Government	Gloucester County	Gloucester	NJ
Government	Mercer County	Mercer	NJ
Government	New Jersey Department of Human Services	Multiple	NJ
Government	Upper Merion Township	Montgomery	PA
Nonprofit	Bucks-Mont Collaborative	Multiple	PA
Nonprofit	Community Transit of Delaware County (DELGO)	Delaware	PA
Nonprofit	Senior Citizens United Community Services	Burlington	NJ
Private	Bucks County Transport	Bucks	PA
Private	Bux-Mont Transportation/Transnet	Montgomery	PA
Private	Krapf Transportation	Chester	PA
Private	Suburban Transit Network/Transnet	Montgomery	PA
Private	SEN-HAN Transit	Camden	NJ
Public	Pottstown Area Rapid Transit (PART)	Montgomery	PA
Service User	Associated Services for the Blind and Visually Impaired (ASB)	Philadelphia	PA
Service User	Brandywine Valley Active Aging	Chester	PA
Service User	Bucks County Area Agency on Aging Advisory Council	Bucks	PA
Service User	Bucks County Commissioners Senior Task Force	Bucks	PA
Service User	Center for the Blind and Visually Impaired	Delaware	PA
Service User	Central Bucks Senior Center	Bucks	PA
Service User	COSA Advisory Board	Delaware	PA
Service User	Gloucester County Human Services Advisory Committee	Gloucester	PA
Service User	Inglis Consumer Advisory Committee	Montgomery	PA
Service User	Kennett Area Senior Center	Chester	PA
Service User	Lutheran House Senior Center	Philadelphia	PA
Service User	Montgomery County Advisory Council to Senior Citizens	Montgomery	PA
Service User	Office of Aging Services Citizens' Advisory Council	Chester	PA
Service User	Oxford Senior Center	Chester	PA
Service User	Philadelphia Corporation for the Aging	Philadelphia	PA
Service User	Philadelphia Shared-Ride Program Advisory Council (SRPAC)	Multiple	PA
Service User	Phoenixville Area Senior Center	Chester	PA
Service User	Senior Adult Activities Center of Montgomery County	Montgomery	PA
Service User	Surrey Senior Center	Chester	PA
Service Users	ARC of Gloucester County	Gloucester	NJ
Service Users	PA CareerLink	Multiple	PA
TMA	Cross County Connection TMA	Multiple	NJ
TMA	Greater Mercer TMA	Mercer	NJ
TMA	TMA of Chester County	Chester	PA
TMA	University City District TMA	Philadelphia	PA

## Section 2. SERVICE

In developing the 2020 CHSTP,<sup>5</sup> DVRPC heard from vulnerable transit users that existing routes and schedules felt uncoordinated and transferring between transit modes was a challenge for them. For the 2024 CHSTP update, DVRPC's ETA team concentrated their engagement on service providers to learn what challenges—or gaps—to service they see; whether there were any changes to their service area, schedule, and coordination between transit modes in the past years that resolved or exacerbated previously identified gaps; and where there may be opportunities to address and eliminate those gaps, referred to as bridges throughout this plan. As part of the engagement process for this plan, the ETA team received 21 completed assessments and conducted fourteen in-depth interviews with a range of providers who completed the assessment. Interviewees included providers who identified as non-profit, private, or government organizations and agencies. The complete list of interviewed providers can be found in the appendix section of this document.

### RURAL COMMUNITIES FACE UNIQUE TRANSPORTATION CHALLENGES

DVRPC interviewed and surveyed several direct and indirect human services transportation providers with service areas that include more rural parts of the region. It can be difficult to provide reliable and efficient public transportation to individuals in locations with low population density and significant travel distances to reach essential services and jobs. Less-dense regions with larger rural and low-density suburban populations have

taken special care to consider the needs of these groups in their CHSTPs. For example, the Susquehanna Economic Development Association Council of Governments (SEDA-COG) and the Williamsport Area Metropolitan Planning Organization identified several considerations unique to rural populations, including aging populations with diminished independent mobility by car, concentrations of low-income households, ineligibility for subsidized transportation programs despite a remaining need, the need to access neighboring counties for essential services, long travel times to large towns and cities, and lack of accessible pedestrian infrastructure.<sup>6</sup> The SEDA-COG CHSTP proposes several interventions with these unique needs in mind, including on-demand services that connect to fixed routes or fixed-route service with demand-responsive deviations as needed. They identify the Formula Program for Rural Areas (Section 5311)<sup>7</sup> as a source of planning, capital, and operating funds to support enhanced rural service. Human services transportation providers in the DVRPC region should consider their current approaches to service and how they apply to the rural areas of the region. DVRPC could also consider a region-wide study of the needs and opportunities specific to rural populations.

### CHANGES IN SERVICE AND SERVICE AREA

In both the survey and interviews, human services transportation providers cited driver availability as a limitation to increasing service. Funding availability also contributed to

<sup>5</sup> DVRPC, "Equity Through Access: Update to the Greater Philadelphia Region's Coordinated Human Services Transportation Plan" (Report No. 20022, DVRPC, Philadelphia, PA, October 2020), <https://www.dvrpc.org/products/20022>

<sup>6</sup> Susquehanna Economic Development Association Council of Governments (SEDA-COG) and Williamsport Area Metropolitan Planning Organizations, "Coordinated Public Transit-Human Services Transportation Plan for the SEDA-COG and Williamsport Area Metropolitan Planning Organizations" (Lewisburg, PA, September 2019), [https://seda-cog.org/wp-content/uploads/SEDA-COG\\_WATS\\_Coordinated\\_Plan\\_Final\\_Report\\_September\\_2019.pdf](https://seda-cog.org/wp-content/uploads/SEDA-COG_WATS_Coordinated_Plan_Final_Report_September_2019.pdf)

<sup>7</sup> Federal Transit Administration, "Formula Grants for Rural Areas - 5311," 2024, <https://www.transit.dot.gov/rural-formula-grants-5311>.

changes in service. Overall, providers reported consistent or increased service since 2020. Eight providers reported increased service since 2020—two with increased service areas and one with increased schedules;

- Eight providers reported no change in service area or schedule.

- Two providers said that they had initially reduced their schedules or service hours but were in the process of increasing them again.
- Three providers said that their service had decreased since 2020, including one with a reduced service area and two with reduced schedules.

---

## SERVICE GAPS

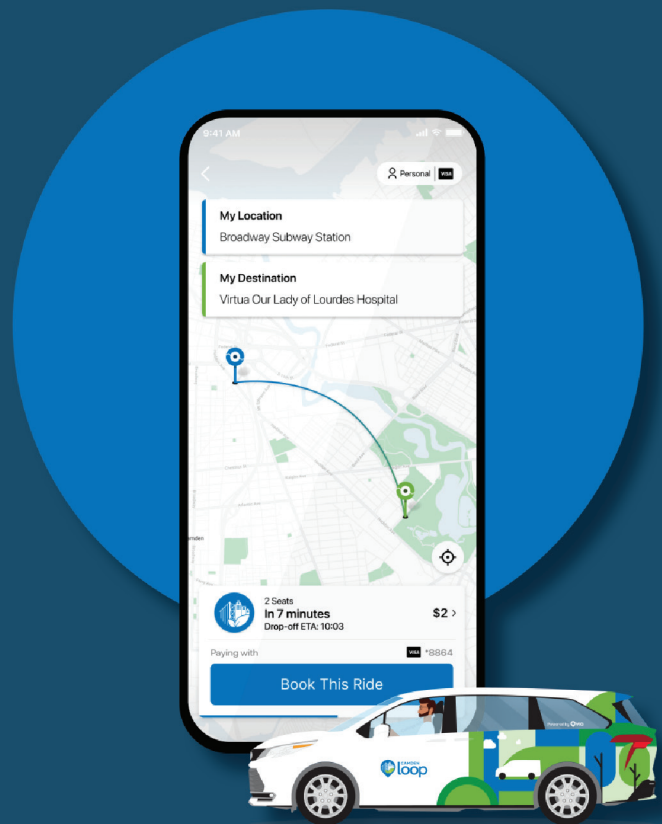
- Transit providers that wish to expand service face limited availability of qualified operators.
- Providers that serve rural populations face distinctive operational and financial needs in comparison to suburban and urban providers.
- Members of vulnerable populations face information gaps to understand which services are available to them.
  - ▶ It can be difficult for members of vulnerable populations to understand what services are available to them based on their demographic characteristics and desired destinations.
  - ▶ Language barriers can make accessing information about services and schedules difficult for people with limited English proficiency.
  - ▶ Technology barriers can prevent people who are less comfortable with technology from understanding their options and scheduling services.
- Access to transit stops can be limited by inaccessible, inhospitable, or nonexistent pedestrian pathways.

## SERVICE BRIDGES

- Continue to restore service for vulnerable populations as demand recovers from drops during the COVID-19 pandemic.
- Evaluate needs specific to rural vulnerable populations and explore partnerships, funding, and operational approaches that can better support them.
- Provide information about transit service in multiple languages based on the residents and workers in the service area.
- Continue to provide information on how to use accessible transportation using various low- and high-tech approaches, including call centers, websites, apps, in-person events, and print resources.
- Develop centralized resources for information about transportation options that can connect users with diverse needs to the appropriate services, including call centers for users without access to web-based resources.
- Continue to replace noncompliant shuttles, vans, and buses with ADA-compliant vehicles.

## CASE STUDY 1. CAMDEN LOOP

Camden Community Partnership (CCP) launched the Camden Loop on-demand ride service in June 2023. CCP worked with researchers at Rowan University to study first- and last-mile transportation needs for Camden in 2022. Based on the study, they applied for and received funding to offer door-to-door service with minivans to destinations within Camden. The organization contracted with Via, a microtransit technology company, to operate the service, hire local drivers, and maintain the vehicle fleet. CCP conducted targeted outreach to vulnerable populations, including at senior centers and public housing locations. By tracking the most requested origins and destinations, CCP decided to expand the service area outside the city to include nearby full-service grocery stores and job centers like the Cherry Hill Mall. Uptake for the service has been strong, but continued funding is not guaranteed. CCP is pursuing additional public and private funding to continue providing the high-quality service it developed. The Camden Loop is an example of how providers can design and adapt transportation options to meet the needs of their communities.





# Section 3. **FUNDING**

Adequate funding channels and dedicated programs are critical for the provision of successful transportation services that deliver access to those who are more critically impacted by barriers and gaps in infrastructure, service coordination, and policies. Limitations and reductions to already insufficient funding over the last decade have made it increasingly difficult or impossible for public human service transportation providers to maintain existing services, let alone adapt to emerging transportation technologies or pilot experimental programs.

Increased funding was the most reported solution service providers said would help their organization work toward providing 100%-accessible transit options. While there are several strategies by which current funding availability can be optimized to improve the efficiency and effectiveness of accessible transit services, many service priorities cannot be achieved without additional public funding. In some cases, paratransit and other accessible services have been discontinued due to the financial burden.

Along with insufficient state and federal dollars dedicated to accessible transportation programs, identifying funding sources and matches for grants is a challenge for service providers looking to keep up with capital, operational, and maintenance costs. Additionally, rigid eligibility requirements and restrictions of existing programs, specifically for medical trips, prevent the flexible integration and comingling of on-demand transit, paratransit, and other related service types.

## **FUNDING SOURCES AND PROGRAMS**

There are several funding sources that public human service transportation providers rely on to support and maintain their services and programs. In order to understand the gaps and limitations of existing funding availability, it is necessary to consider how agencies are currently supporting their services. Tables 1-3 show the type, source, and program details of the main funding sources reportedly used by public human service transportation providers in the Delaware Valley region.

To identify where funding gaps persist, it is equally as important to understand the availability of different funding sources for accessible transportation services as it is to understand where funding for different activity types are sourced. DVRPC surveyed direct and indirect service providers to identify whether their capital and operational funding sources are primarily state or federally funded.

### **CAPITAL FUNDING**

Direct service providers reported that the majority of their capital funding is provided through federally funded programs, while indirect providers reported that the majority of their capital funding is provided through state programs. Agencies that provide both direct and indirect services reported using federal and state funds equally. Typically, the cost of vehicle repairs, replacements, and modifications are the largest capital funding challenge that service providers in the Delaware Valley region face. Rising material costs exacerbate this burden, particularly for direct providers.

## OPERATIONAL FUNDING

Both direct and indirect providers receive the majority of their operational funding from state sources. Following state funding, indirect providers are primarily funded by federal funds, while direct providers rely more heavily on private revenue. Agencies that provide both direct and indirect services reported using federal and state funds equally. Higher rates of private funding for operational needs of direct providers were investigated by DVRPC during interviews with service providers. It was found that because many direct providers are private companies, opportunities for federal funding are limited due to private exclusion from federal dollars. Funding for operational needs like staffing drivers, planners, and engagement coordinators were reported to be one of the greatest operational funding barriers for both direct and indirect providers as well.

## OTHER FUNDING SOURCES AND PROGRAMS

Other funding sources that human service transportation providers reported using included the following:

- Congestion Mitigation and Air Quality (CMAQ) funds administered by DVRPC and other public agencies
- Medical Assistance Transportation Program (MATP)
- Division of Developmental Disabilities (DDD) Medicaid reimbursement
- New Jersey Department of Community Affairs (NJDCA) grants
- PennDOT's Shared Ride Program
- SEPTA 1513 funds
- County/local funds
- Fare collection
- Private funds

Table 2: **FUNDING PROGRAMS USED BY COORDINATED HUMAN SERVICE TRANSPORTATION PROVIDERS IN THE DVRPC REGION: STATE, USE, AND TYPE**

PROGRAM	STATE		USE			TYPE	
	NJ	PA	CAPITAL	OPERATING	PLANNING	DISCRETIONARY	FORMULA
Section 5310*	X	X	X	X	X		X
Section 5311	X	X	X	X	X		X
New Jersey Job Access and Reverse Commute**	X			X		X	
The Senior Citizen and Disabled Resident Assistance Program**	X		X	X	X		X
TripSmart PA		X					X
Transportation and Community Development Initiative	X	X			X	X	
Travel Options Program	X	X				X	



**Table 3: FUNDING PROGRAMS USED BY COORDINATED HUMAN SERVICE TRANSPORTATION PROVIDERS IN THE DVRPC REGION: ELIGIBLE AGENCY TYPE**

PROGRAM	ELIGIBLE AGENCY TYPE							
	STATE	COUNTY	MUNICIPAL	TRIBAL	TRANSIT	NON-PROFIT	PRIVATE OPERATOR	TMA
Section 5310*	X	X	X	X	X	X	X	X
Section 5311	X	X	X	X	X	X	X	X
New Jersey Job Access and Reverse Commute**		X	X		X	X	X	X
The Senior Citizen and Disabled Resident Assistance Program**		X						
TripSmart PA		X	X	X	X	X		X
Transportation and Community Development Initiative		X	X		X			X
Travel Options Program		X	X	X	X	X		X

**Table 4: PROGRAMS USED BY COORDINATED HUMAN SERVICE TRANSPORTATION PROVIDERS IN THE DVRPC REGION: PROGRAM DETAILS AND FUNDING GAPS**

PROGRAM	CYCLE LENGTH	SOURCE	ADMINISTRATOR	MATCH REQUIREMENT
Section 5310*	1 Year	FTA	NJ Transit/PennDOT	20-50%
Section 5311	1 Year	FTA	NJ Transit/PennDOT	20-50%
New Jersey Job Access and Reverse Commute**	2 Years	NJ Transit	NJ Transit	50%
The Senior Citizen and Disabled Resident Assistance Program**	Ongoing	NJ Casino Revenue	NJ Transit	0%
TripSmart PA	Ongoing (in 2-year segments)	FHWA	DVRPC	0%
Transportation and Community Development Initiative	1 Year (Alternating NJ and PA)	FHWA	DVRPC	0%
Travel Options Program	2 Years	FHWA	DVRPC	0%

\* Federal Transit Administration, "Formula Grants for Rural Areas - 5311," 2024, <https://www.transit.dot.gov/rural-formula-grants-5311>. Federal Transit Administration, "Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310," 2024, <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>.

\*\* New Jersey Transit, "NJ Transit Adopts Fiscal Year 2024 Operating And Local Programs Budget, Secures Authorization For Capital Funding," 2023, <https://www.njtransit.com/press-releases/nj-transit-adopts-fiscal-year-2024-operating-and-local-programs-budget-secures>. Pennsylvania Department of Transportation, "Pennsylvania State Management Plan," 2016, [https://www.pa.gov/content/dam/copapwp-pagov/en/penndot/documents/programs-and-doing-business/transit/resources-information/federal-program-management/pa\\_state\\_management\\_plan.pdf?applied=emshell](https://www.pa.gov/content/dam/copapwp-pagov/en/penndot/documents/programs-and-doing-business/transit/resources-information/federal-program-management/pa_state_management_plan.pdf?applied=emshell). DVRPC, "FY2025 Work Program," 2024, <https://www.dvrpc.org/workprogram/fy2025/25-52-070/>. DVRPC, "Transportation and Community Development Initiative (TCDI)," 2024, <https://dvrpc.org/tcdi/>. DVRPC, "The Travel Options Program (TOP): Moving Better, Together," 2024, <https://www.dvrpc.org/top/>.

## FUNDING GAPS

- There is inadequate funding to meet overall service demand among vulnerable populations.
- Funding for reverse commute trips is limited, especially in Pennsylvania where supplemental funding sources have not been provided since the discontinuation of federal JARC funds.
- Funding availability has not kept pace with rising material and operational costs.
- Paratransit funding is scarce and inflexible, making it difficult for providers to find funding. It can be difficult to find partners to fund projects where local funding matches are required.
- Eligibility restrictions on medical and commingling trips limit implementation of flexible on-demand and paratransit services.
- Service providers face challenges identifying grants for which they are eligible.

## FUNDING BRIDGES

- Increase capital, operational, and maintenance funding for public human service transportation programs.
- Improve awareness of and provide guidance to public human service transportation providers regarding identification of funding sources for which they are eligible and well-positioned for success.
- Expand flexibility of existing medically designated funding sources to include:
  - ▶ co-mingling of trips with on-demand services;
  - ▶ trips for family members of an individual with a qualifying medical trip; and
  - ▶ marketing and website development for paratransit and other accessible services

## CASE STUDY 2. HOP ON THE BUS! CREATING GREATER AWARENESS AND INCREASING THE RIDER EXPERIENCE ON JARC BUS SERVICES

In 2024, the Greater Mercer Transportation Management Association (GMTMA) was awarded DVRPC's Travel Options Program (TOP) funding to increase awareness and usage of the Job Access and Reverse Commute (JARC) services available in Mercer County through increased marketing of the ZLine and Route 130 Connection programs.

The ZLine shuttle bus is a free service provided by GMTMA since 2014, which addresses income disparities within Mercer County that correspond with differences in access to employment by increasing job access for some of the county's most disadvantaged residents.

The Route 130 Connection bus route offers express and local transportation service across Mercer County for \$1 per trip. It provides convenient access to employment centers, schools, shopping centers, and medical appointments to residents who may otherwise not have an affordable and accessible route available to them.

By increasing marketing for the ZLine and Route 130 Connection, GMTMA can enhance the rider experience, boost recurring ridership, and better understand how to serve low-income communities that benefit from these services.





# Section 4. DATA

## DVRPC'S EQUITY THROUGH ACCESS MAP TOOLKIT

DVRPC maintains an online mapping tool to support partners in identifying unmet needs and service gaps in the region.<sup>8</sup> This interactive web-based tool demonstrates disparities in access to essential services like hospitals, health clinics, recreational spaces, senior centers, and more in the Greater Philadelphia region. Users can view layers representing different datasets such as the locations of essential services; bus routes, transit stops, and rail lines; transit walksheds; distributions of vulnerable populations like seniors, households in poverty, and people with disabilities; and areas where transit access is low. By reviewing these simple, color-coded layers, users can explore the relationships between transportation access, opportunity, and equity.

As part of this update to the CHSTP, DVRPC's mapping toolkit includes updated data and new functionality to help partners more easily access the information they need and use it in reports, grant applications, and their own analyses. Specifically, the refreshed map toolkit includes:

- updated transit journey times from the DVRPC regional model;
- the latest available demographic data from the U.S. Census Bureau;
- updated locations of essential services and cultural resources;
- the ability to view data by county and municipality, in addition to census block group; and
- simplified explanatory and how-to text.

Future updates to the ETA Map Toolkit may include additional information about accessibility and desired destinations. For example, DVRPC will consider how to reflect travel times that include on-demand travel times. DVRPC will also consider developing a tool that allows human services transportation providers to quickly estimate how many of their targeted populations would be able to access particular types of destinations with the addition of new connections. Future iterations of the map toolkit could also include data about job centers that serve as destinations for low-wage workers.

<sup>8</sup> Delaware Valley Regional Planning Commission (DVRPC), "Equity Through Access Map Toolkit," ArcGIS, 2024, <https://dvrpcgis.maps.arcgis.com/apps/MapSeries/index.html?appid=06eab792a06044f89b5b7fadeef660ba>.

## DATA GAPS

- Human services transportation providers—and organizations that coordinate between them—have access to a variety of data sources, but they are not always able to collect or analyze data in ways that meet their specific data needs.
- Providers report a variety of data collection methods, such as paper surveys, interviews with customers, and third-party tools, including those provided by DVRPC. The data they collect from their customers and potential customers may be incomplete or difficult to interpret due to capacity limitations.
- Direct and indirect providers sometimes lack the capacity to analyze data to assess changing needs. As new patterns in residential, commercial, and institutional land uses emerge, providers would like more capacity to adapt their service and connect vulnerable populations to essential services and employment opportunities.
- Providers require data to develop strong grant applications for continued funding. They expressed a need for clearer data on what funding opportunities are available for which populations in their service areas and targeting grant applications appropriately.
- Customer needs are not always limited to municipal or county boundaries, so providers may require data from outside their service areas to provide adequate transportation for vulnerable populations.

## DATA BRIDGES

- In addition to steps that direct and indirect human services transportation providers in the DVRPC region have taken to address gaps created by insufficient data, strengthen approaches to collecting, sharing, and analyzing data in a way that increases access for vulnerable populations.
- Develop contracts between indirect human services transportation providers and direct transportation providers that require the collection of data on ridership and service in ways that meet providers needs. This can include both high-tech and low-tech solutions, depending on the volume of passengers and the resources available. Partnerships with county planning departments, metropolitan planning organizations (MPOs), and academic institutions can help fill gaps in research and data analysis.
- Collect information from members of vulnerable groups that are currently not serviced to help providers understand where their service may need to expand to fill growing needs. Direct human services transportation providers are uniquely positioned to obtain customer data with passenger counts, origins, and destinations as key data points.
- Work with county governments and MPOs to provide information on transportation options to vulnerable populations beyond providers' own service areas.
- Improve tools to support data collection and analysis for both direct and indirect human services transportation providers, including new data layers like the location of age- or income-restricted housing. DVRPC provides mapping resources like the Equity Through

Access Map Toolkit, Equity Access for the Greater Philadelphia Region, and the Sidewalk Gap Analysis Explorer, and can continue to enhance them to meet providers' needs.

## CASE STUDY 3. FINDMYRIDEPA

FindMyRidePA\* is a service provided by PennDOT that allows users to identify transportation options available to them based on various eligibility criteria. Users who complete an application form and upload supporting documentation can be matched with human services transportation providers that serve their needs. Once registered, they can schedule a trip through [findmyridepa.org](http://findmyridepa.org) in certain counties; the service will soon be available statewide. The website also includes a county lookup feature. Users can find contact information for fixed-route and shared ride services and contact them directly.

\* <https://www.findmyridepa.org/>

The screenshot shows the 'Find My Ride Schedule' website interface. At the top, there is a logo for 'FMR SCHEDULE' and the text 'Find My Ride Schedule'. Below this is a navigation menu icon. The main heading is 'Book a ride', followed by the subtext 'with just 3 things:'. The form consists of three main sections: 1. 'Your Shared Ride ID' with a text input field containing 'p0000' and a link for 'Forgot your ID?'. 2. 'Your county' with a dropdown menu labeled 'Select your county'. 3. 'Your birthdate' with three separate input fields for 'mm', 'dd', and 'yyyy'. A 'Next' button is located at the bottom right of the form. Below the form, there is a link for 'Need Help? Please contact your Local Transit Agency' and a light blue informational box stating: 'If your county is not listed in the drop-down, please contact your Local Transit Agency using the "Contact Us" link above to schedule your ride.'





## Section 5. SERVICE COORDINATION

Successfully meeting the needs of transit-dependent populations requires the coordination and cooperation of private, public, and nonprofit entities willing to share resources in order to maximize their effectiveness and efficiency. Regular convening was the second most reported strategy by which agencies are working toward 100 percent accessibility. Lack of regular stakeholder coordination and consistent county-level CHSTP updates make it challenging to develop clear priorities and goals for accessible services across the region.

There have been documented successes in moving forward regional coordination priorities for the Delaware Valley region since the 2020 ETA report. The establishment of designated roles to oversee coordinated human service compliance and priorities, increased integration of TNCs, and a regional Workforce Mobility Summit in 2023 have all begun to address previously identified coordination gaps. These efforts offer a foundation on which to build a successful and efficient paratransit and job access transportation network.

### INFORMATION SHARING

Peer learning and information sharing is a critical tool to achieving public human service transportation goals and priorities. Programs and services that support access to transportation for elderly populations, disabled persons, and job seekers share information through exchange of best practices, data, and lessons learned. The execution of successful information sharing requires consistent forums for discussions about best practices, access to reliable data, and strong partnerships. The most common information-sharing

challenges faced by coordinated human service transportation providers in the Delaware Valley region are technical capacity limitations.

- Staff capacity for effective public outreach
- Lack of updated or relevant survey data
- Funding compliance limitations
- The ability to create internal and external resources that assist with challenges related to implementation of new technology
- Access to employers to figure out how to best get people to jobs

### CONVENING STAKEHOLDERS

It is a statewide requirement that all New Jersey counties facilitate stakeholder meetings at least twice per year to review current services, highlight new needs, and identify deficiencies in transportation access.<sup>9</sup> Participation in county stakeholder meetings is a requirement for agencies applying for NJ-JARC funds. All New Jersey counties are also required to develop a Coordinated Public Transit Human Services Transportation Plan (CHSTP) that adheres to FTA guidelines and prioritizes transportation services for funding and implementation. It is important for county and regional CHSTPs to be coordinated and their priorities aligned.

In Pennsylvania, there is no additional state requirement for stakeholder engagement nor CHSTP development beyond FTA's guidelines for the Section 5310 and 5311 programs. Though most Pennsylvania agencies convene to discuss accessible transportation priorities on occasion, meetings are typically not regularly scheduled and occur on a project-level basis. Pennsylvania also does not require

<sup>9</sup> New Jersey Administrative Code, "§ 16:78-3.4 Coordination Plan Requirements" (adopted by 56 N.J.R. 141(b), effective January 16, 2024), <https://casetext.com/regulation/new-jersey-administrative-code/title-16-transportation/chapter-78-senior-citizen-and-disabled-resident-transportation-assistance-act-program-guidelines->

counties to develop their own CHSTPs. Therefore, DVRPC's ETA Plan serves as the coordinated plan for providers seeking FTA 5310 funds through PennDOT for CHSTP programs for Pennsylvania counties in the DVRPC region.

### **SERVICE PROVIDER WORKSHOPS AND INFORMATION SHARING FORUMS**

An outcome of DVRPC's 2020 ETA update was increased interest in information-sharing opportunities for public human service transportation providers to exchange best practices. In response, DVRPC hosted a Workforce Mobility Summit in March 2023. The purpose of this event was to create an information exchange forum between transportation partners in the region. The agenda covered topics related to workforce transportation, including first- and last-mile mobility access for disadvantaged populations. Speakers educated the audience about research, methods, and ideas from prior practice about workforce transportation. Attendees had a chance to connect with experienced practitioners advancing workforce mobility and to gain knowledge and support for workforce transportation that could lead to community improvements.

### **BUILDING AND MAINTAINING PARTNERSHIPS**

Multi-disciplinary partnerships across transportation, aging, health, and employment sectors are critical to successfully supporting and expanding services to persons with disabilities, elderly adults, and job seekers. Throughout the DVRPC region, transit agencies, caseworkers, job trainers, and human service providers build and sustain strong partnerships in a few different ways.

A majority of survey respondents reported that their closest partners were with city and county agencies, closely followed by major transit agencies. Of the service providers surveyed, 36 percent say that they either work directly or indirectly with Transport Network Companies (TNCs) or third-party ridesharing companies to provide their services. This figure is expected to increase as on-demand transit services become more popular in rural areas and service providers address their increasing need to off-load capacity limitations to third party organizations.

Levels of partnerships and relationship building vary among public human service transportation providers in the Delaware Valley region. Because of the New Jersey state requirement that all counties must facilitate stakeholder meetings and maintain CHSTPs, convening service providers happens more frequently than their Pennsylvania counterparts. However, tracking of stakeholder meetings through NJ-JARC and 5310 grant applications and NJ Transit's Office of Local Programs indicates that not all counties comply with these requirements. The counties that do coordinate on a regular basis typically have stronger grant applications. Because Pennsylvania does not require stakeholder engagement, public human service transportation providers do not typically meet regularly, and this can result in difficulties identifying accessible transportation priorities and building partnerships across geographic and sector boundaries.

---

*and-procedures/subchapter-3-eligibility/section-1678-34-coordination-plan-requirements (accessed October 25, 2024).*

## SERVICE COORDINATION GAPS

- Technical and staff capacity limitations of service providers prevent consistent investment in coordination and partnership building.
- Direct and indirect service providers face challenges engaging employers, which continues to be a roadblock for successful implementation of job access services and programs.
- Required New Jersey county-level CHSTPs are not updated as often as federally mandated, which delays identification of human service transportation priorities.
- In some parts of the region, coordination can be project- and initiative-based rather than regularly scheduled.
- Lack of available travel information in other languages can deter vulnerable users when they try to use transit.
- Lack of collaboration across geographic boundaries impairs ability to meet the needs of vulnerable users.
- Transfers between transportation modes are not always accessible, coordinated, affordable, or intuitive.

## SERVICE COORDINATION BRIDGES

- Dedicate tasks and funding in state and federal program budgets for service provider information-sharing and coordination efforts.
- Create more workshops and/or designated information-sharing opportunities for service providers that focus on programs for elderly populations, disabled persons, job seekers, and transit-dependent populations.
- Establish statewide or regional roundtables or working groups and more frequent stakeholder meetings to discuss CHSTP priorities.
- Invest in strengthening partnerships among transportation, aging, health, and employment sectors.
- Develop more platforms for consistent and reliable data collection and sharing. Increase coordination with Transportation Network Companies (TNCs) to off-load service provider capacity.

## CASE STUDY 4. NJ TRANSIT'S SENIOR COORDINATION ADMINISTRATOR

In 2023, NJ Transit created a Senior Coordination Administrator role in the Local Programs Department.



This role was instituted to assist in federal compliance development and participation including oversight in county-level CHSTPs. The Senior Coordination Administrator:

- works one-on-one with county leads to develop consistent plans;
- ensures funding requests are meeting gaps identified in local and regional CHSTPs;
- ensures county CHSTP alignment with regional MPO CHSTP; and
- refers to regional plans to verify programs are meeting a need where a local plan does not exist.

## Section 6. **BOLD IDEAS FOR IMPROVING TRANSPORTATION ACCESSIBILITY**

#1

**UPDATE INTERNAL POLICIES TO ALLOW PROVIDERS TO TRANSPORT PASSENGERS TO NEAREST ESSENTIAL SERVICE IN A DIFFERENT COUNTY OR STATE.**

**THE BEST DOCTOR'S OFFICE, GROCERY STORE, OR AVAILABLE EMPLOYMENT OPPORTUNITY MAY NOT BE IN THE SAME COUNTY OR EVEN STATE WHERE A MEMBER OF A VULNERABLE GROUP LIVES.** Collaboration by direct and indirect public human service transportation providers across jurisdictions will serve vulnerable populations better.

### **OPTIONS TO GET STARTED:**

- Service providers can routinely survey their riders and potential riders to understand evolving needs and destinations.
- Organizations that serve multiple jurisdictions and have significant data analysis capacity, like DVRPC, can evolve their analysis tools and techniques to uncover additional needs.
- Providers can pursue regular conversations with other relevant providers, coordinate transfer opportunities, or enter into agreements to provide complementary routes or service zones.

## #2

### DEVELOP POLICIES AND MECHANISMS FOR PROVIDERS TO SUPPORT TRANSIT USERS ELIGIBLE FOR MULTIPLE FUNDING OPTIONS FOR ONE TRIP.

PROVIDERS THAT WISH TO PROVIDE SERVICE TO MULTIPLE TYPES OF RIDERS FOR A VARIETY OF DESTINATIONS BEAR A HEAVY ADMINISTRATIVE BURDEN OF SEPARATING OUT TRIPS AND THE FUNDING SOURCES THAT CAN SUPPORT THEM.

Some service providers lack the staff capacity to apply for and report on multiple sources of funding to meet the needs of multiple vulnerable populations.

#### OPTIONS TO GET STARTED:

- Administrators of funds can advocate for policy changes that allow greater flexibility and proactively educate service providers on available options; and
- Administrators of funds and indirect service providers can partner to identify ways to better manage funding streams within a service area and provide more efficient and useful service to vulnerable populations within their communities.

## #3

### DEVELOP DATA TOOLS AND SUPPORT PARTNERSHIPS BETWEEN SMALL AND LARGE PROVIDERS THAT ADD DATA MANAGEMENT AND ANALYSIS CAPACITY TO SMALL PLANNING AND OPERATION TEAMS.

SERVICE PROVIDERS DO NOT ALWAYS HAVE STAFF WHO ARE FOCUSED ON TRANSPORTATION PLANNING; THEY NEED SUPPORT TO UNDERSTAND WHETHER AND HOW SERVICE CHANGES ARE REQUIRED. Grant applications require information related to the locations and needs of vulnerable populations.

#### OPTIONS TO GET STARTED:

- Planning agencies and those with robust planning capacity can partner with direct and indirect providers to provide and analyze data that supports accessible transportation options in the shared service area; and
- Agencies with strong data collection and analysis capacity, like DVRPC, can continue to evolve their data products to directly meet these needs.

## #4

**PRIORITIZE SMALLER VEHICLES AND PARTNERSHIPS WITH WORKFORCE TRAINING ORGANIZATIONS TO ENHANCE OPERATIONAL CAPACITY.**

AS PROVIDERS FACE CHALLENGES ACQUIRING LARGE VEHICLES AND HIRING QUALIFIED STAFF TO OPERATE AND SERVICE THEM, THEY CAN CONSIDER WHETHER SMALLER, ACCESSIBLE VEHICLES COULD PROVIDE A MORE FLEXIBLE ALTERNATIVE.

### **OPTION TO GET STARTED:**

- Direct and indirect service providers can evaluate their strategies for staffing and equipment that best serve their service areas.

## #5

**IDENTIFY NEW FUNDING OPTIONS FOR OPERATING COSTS**

PROVIDERS AND PLANNERS ARE FACING GROWING OPERATIONAL COSTS CAUSING CHALLENGES TO MAINTAINING AND IMPROVING THEIR SERVICES. NEW FUNDING SOLUTIONS WILL BE CRITICAL IN HELPING PROVIDERS PLAN AND IMPLEMENT SERVICE CHANGES BASED ON THE NEEDS OF THEIR COMMUNITIES.

### **OPTION TO GET STARTED:**

- Direct and indirect providers and/or other partners can conduct a peer practice scan to identify new funding solutions for operating funding for services, federal or otherwise.





# Appendix A: **DIRECTORY OF SHUTTLE SERVICES IN REGION**

THE FOLLOWING SECTION PROVIDES AN INVENTORY OF PUBLICLY ACCESSIBLE SHUTTLES IN THE DVRPC REGION.

SHUTTLE NAME	AGENCY	LOCATION/DESTINATION	COUNTY	SHUTTLE TYPE
<b>Route 54/40 Shuttle</b>	Cross County Connection TMA/South Jersey Transportation Authority	Hammonton/Hammonton Rail Station-Collings Lakes-Richland	Atlantic*	Fixed/Deviated Route
<b>English Creek-Tilton Road Community Shuttle</b>	Cross County Connection TMA/South Jersey Transportation Authority	Egg Harbor Twp.-Northfield	Atlantic*	Fixed/Deviated Route
<b>Egg Harbor City Rail Station Community Shuttle</b>	Cross County Connection TMA/South Jersey Transportation Authority	Egg Harbor Twp.-Stockton University-Atlantic City International Airport	Atlantic*	Fixed/Deviated Route
<b>Doylestown DART</b>	Bucks County Transport	Doylestown SEPTA Station-Doylestown Hospital-Cross Keys Shopping Center	Bucks	Fixed-Route
<b>Doylestown DART Saturday</b>	Bucks County Transport	Downtown Doylestown-Delaware Valley University-Doylestown Shopping Center	Bucks	Fixed-Route
<b>Doylestown DART West</b>	Bucks County Transport	Delaware Valley University-New Britain Village Square	Bucks	Fixed-Route
<b>Doylestown DART South</b>	Bucks County Transport	Route 611/Easton Road-Street Road-Doylestown Pointe Shopping Center at Giant	Bucks	Fixed-Route
<b>Bucks County Courthouse Shuttle</b>	Bucks County Transport	Bucks County Parking Garage-Bucks County Justice Center	Bucks	Fixed-Route
<b>Warminster Rushbus</b>	Bucks County Transport	Warminster SEPTA Station-SEPTA Route 22 Bus-Warminster-Ivyland-Northampton Township	Bucks	Fixed-Route
<b>Bristol Rushbus</b>	Bucks County Transport	Bristol Train Station-Employers in Bristol Borough	Bucks	Fixed-Route
<b>BurLink B1</b>	Cross County Connection TMA	Beverly-Pemberton	Burlington	Fixed/Deviated Route
<b>BurLink B2</b>	Cross County Connection TMA	Beverly-Willingboro-Edgewater Park-Westhampton	Burlington	Fixed/Deviated Route

*\*outside the DVRPC region*

SHUTTLE NAME	AGENCY	LOCATION/DESTINATION	COUNTY	SHUTTLE TYPE
<b>BurLink B5</b>	Cross County Connection TMA	Florence-Haines Industrial Center	Burlington	Fixed/Deviated Route
<b>Pureland North-South Community Shuttle</b>	Cross County Connection TMA/South Jersey Transportation Authority	Camden-Westville-Woodbury-Pureland Industrial Complex	Camden	Fixed/Deviated Route
<b>Route 73/Pennsauken Rail Light Shuttle</b>	Cross County Connection TMA/South Jersey Transportation Authority	Route 73/Pennsauken Station to Pennsauken/Moorestown Industrial Park	Camden	Fixed/Deviated Route
<b>Coatesville Link</b>	TMACC	Coatesville YMCA-Parkesburg	Chester	Fixed/Deviated Route
<b>SCCOOT</b>	TMACC	West Chester-Kennett Square-West Grove-Oxford	Chester	Fixed/Deviated Route
<b>Pureland East-West Community Shuttle</b>	Cross County Connection TMA/South Jersey Transportation Authority	Sicklerville/Avondale Park and Ride-Glassboro-Pureland Industrial Complex	Gloucester	Fixed/Deviated Route
<b>Commodore Business Center Shuttle</b>	Cross County Connection TMA/South Jersey Transportation Authority	Pureland Industrial Complex-Commodore Business Center	Gloucester	Fixed-Route
<b>Pureland North-South Shuttle</b>	Cross County Connection TMA/South Jersey Transportation Authority	Camden City-Westville-Woodbury-Pureland Industrial Complex	Gloucester	Fixed/Deviated Route
<b>TigerTransit Route 1</b>	Princeton University	Grad College-Stadium Drive Garage	Mercer	Fixed-Route
<b>TigerTransit Route 2</b>	Princeton University	Lawrence/Lakeside-EQuad	Mercer	Fixed-Route
<b>TigerTransit Route 3</b>	Princeton University	Merwick-Forrestal/PPPL	Mercer	Fixed-Route
<b>TigerTransit Route 4</b>	Princeton University	Princeton Junction-Meadows via Princeton Station and EQuad	Mercer	Fixed-Route
<b>TigerTransit Route W5</b>	Princeton University	Grad College-Meadows via Friend Center	Mercer	Fixed-Route
<b>TigerTransit Route W6</b>	Princeton University	Lawrence/Lakeside-EQuad	Mercer	Fixed-Route
<b>TigerTransit Route WS</b>	Princeton University	Grad College-grocery stores (Whole Foods, Wegmans, Trader Joes)	Mercer	Fixed-Route
<b>TigerTransit Route N5</b>	Princeton University	Grad College- Meadows via Friend Center	Mercer	Fixed-Route
<b>TigerTransit Route N6</b>	Princeton University	Lawrence/Lakeside-EQuad	Mercer	Fixed-Route
<b>Route 130 Connection</b>	GMTMA	Trenton Transit Center-Hamilton Train Station-East Windsor/Hightstown-South Brunswick Warehouse Area	Mercer	Fixed/Deviated Route

SHUTTLE NAME	AGENCY	LOCATION/DESTINATION	COUNTY	SHUTTLE TYPE
ZLine	GMTMA	Hamilton Marketplace-Matrix Business Park/Amazon	Mercer	Fixed-Route
ZLine2	GMTMA	Hamilton Marketplace-Amazon PNE5 Sort Center/Robbinsville Township	Mercer	Fixed-Route
Muni Transit	Municipality of Princeton	Harriet Bryan House-Nassau Street-Princeton Shopping Center	Mercer	Fixed-Route
Princeton Junction Shuttle	East Windsor Township	Princeton Junction-East Windsor-Hightstown	Mercer	Fixed-Route
Blue Line	Pottstown Area Rapid Transit	Pottstown Transit Center-Philadelphia Premium Outlets	Montgomery	Fixed-Route
Purple Line	Pottstown Area Rapid Transit	Pottstown Transit Center-Pottstown Memorial Hospital	Montgomery	Fixed-Route
Yellow Line	Pottstown Area Rapid Transit	Pottstown Transit Center-Pottstown YMCA	Montgomery	Fixed-Route
Green Line	Pottstown Area Rapid Transit	Pottstown Transit Center-Upland Square	Montgomery	Fixed-Route
Orange Line	Pottstown Area Rapid Transit	Pottstown Transit Center-Boyertown Shopping Center-Gilbertsville	Montgomery	Fixed-Route
Upper Merion Rambler Blue/Green Lines	Greater Valley Forge TMA	Upper Merion Twp. Bldg./Library-Upper Merion Community/Senior Center-King of Prussia Mall Transit Center-Henderson Square Shopping Center	Montgomery	Fixed/Deviated Route
LUCY Gold Line	SEPTA	30th and JFK-38th and Spruce	Philadelphia City	Fixed-Route
LUCY Green Line	SEPTA	30th and JFK-Children's Hospital of Philadelphia	Philadelphia City	Fixed-Route



# Appendix B: PARTICIPANTS OF SURVEY

Organization Type	Service Area	Organization	Survey	Interview
Non-Profit	Camden	ARC Camden	X	
Non-Profit	Camden	Camden Community Partnership	X	X
Gov	Chester	Chester County	X	X
Gov	Chester	Chester County	X	X
TMA	NJ	Cross County Connection TMA	X	X
Gov	Delaware	Delaware County	X	X
TMA	Delaware	Delaware County TMA	X	X
TMA	Mercer	Greater Mercer County TMA	X	X
TMA	Montgomery	GVF	X	
Private	Chester	Krapf Transportation	X	X
Gov	Mercer	Mercer County	X	X
Gov	Montgomery	Montgomery County	X	X
Transit	NJ	NJTransit (Access Link)	X	
Transit	NJ	NJTransit (Local Programs)	X	X
Transit	NJ	PATCO	X	
Gov	PA	PennDOT	X	
Non-Profit	NJ	Senior Citizens United Community Service	X	
Private	Montgomery	Suburban Transit Network	X	
Transit	PA	SEPTA	X	X
TMA	Montgomery	The Partnership TMA	X	X
TMA	Bucks	TMA Bucks	X	
TMA	Chester	TMA of Chester County	X	X



# Appendix C: SURVEY QUESTIONS & RESPONSES

## SURVEY QUESTIONS

### Survey Questions

#### **Section 1: DVRPC Philadelphia Region's Accessible Transportation Service Provider Needs Assessment**

DVRPC's [Equity Through Access \(ETA\)](#) program is currently updating the [Coordinated Human Service Transportation Plan \(CHSTP\)](#) for the Delaware Valley Region. As part of our update process, we are seeking input from public human transit service providers regarding their accessible service resources. Public human transit service providers include public, private, and non-profit organizations that provide transit for access to jobs, low-income populations, and people with disabilities.

In an effort to help ETA better support the work of our partners across the Philadelphia region, we are asking service providers to complete an 8-10 minute survey that will help us assess the improvement and/or persistence of gaps in accessible transit service that were identified in the previous CHSTP, as well as any new needs that may have emerged. Your feedback will be a key component in identifying accessible transportation funding and implementation priorities moving forward.

Email: \_\_\_\_\_

Do you directly provide accessible transit services or oversee accessible transit services and funding?

- My organization/agency directly PROVIDES/OPERATES accessible transit services.
- My organization/agency SUPERVISES/COORDINATES transit options and/or ADMINISTERS FUNDS.
- Both.

Name of organization or agency:

\_\_\_\_\_

Department name:

\_\_\_\_\_

**Section 2: About your organization**

Q1. Program or service names(s):

---

Q2. How is your organization working towards providing 100% accessible options for your service area? (Check all that apply.)

- Best practices recommendations/plans
- Mapping of services
- Assistance with grant writing
- Other: \_\_\_\_\_
- Regular convening of partners
- Creating promotional materials

Q3. How do you feel the COVID-19 pandemic has impacted your organization's work regarding accessible transportation?

---

---

---

Q4. What tools or resources would help your organization as it works towards providing transit options that are 100% accessible?

---

---

---

**Section 3: Regional Accessibility**

Q5. Which groups does your organization collaborate with when planning for accessible transit services? (Check all that apply.)

- Department of Transportation
- State government
- DVRPC
- Local transit authority
- Local municipalities
- Colleges/Universities
- Other: \_\_\_\_\_
- Healthcare Providers
- Non-profit transit providers
- Private transit providers
- Large employers
- Citizen-led groups



Q6 Does your organization coordinate with any Transportation Network Companies (TNCs) or ride-hailing companies?

- Yes
- No
- Other: \_\_\_\_\_

Q7. If you answered yes above, what has been your experience coordinating with TNCs or ride-hailing companies in your service area?

---

---

---

Q8. What information-sharing challenges or roadblocks does your organization face?

- Technical capacity limitations
- Limited forums for peer-to-peer exchanges
- Other: \_\_\_\_\_

**Section 4: Funding**

Q9. What funding sources (local, federal, private, etc.) do you use to support your accessible transit CAPITAL needs?

---

---

---

Q10. What funding sources (local, federal, private, etc.) do you use to support your accessible transit OPERATIONAL needs?

---

---

---

Q11. What estimated percentage of the accessible transit options in your service area are provided by private/non-profit organizations?

- Less than 10%
- 10-30%
- 31-50%

- 51-75%
- More than 75%

Q12. What gaps do you see in funding opportunities for accessible transit service?

---

---

---

Q13. Are there any planning data or mapping tools or resources that would benefit your organization when applying for funding for accessible transit?

---

---

---

### Section 5: Customer Support

Q14. If I were a potential customer interested in your accessible transit service, where could I go to get more information? (Check all that apply.)

- Government Website
- Private/non-profit groups website
- Customer service call center
- Marketing onboard transit services
- Public advertisements throughout service area
- Marketing at healthcare offices
- Other: \_\_\_\_\_

Q15. How does your organization gather customer feedback regarding your accessible transit service? (Check all that apply.)

- Website
- Comment cards onboard transportation service
- Customer service call center
- Social media
- Other: \_\_\_\_\_

Q16. Does your organization provide training or orientation for new accessible transit/paratransit riders?

- Yes, all new accessible transit passengers receive training on using our services.
- Yes, by request only.
- No.

- Other: \_\_\_\_\_

### **Section 6: Accessible Transit Options**

Q17. Has the size of accessible locations or schedule of accessible transit options changed in your service area since 2020?

- Yes, service AREA DECREASED
- Yes, service SCHEDULE DECREASED
- Yes, service AREA INCREASED
- Yes, service SCHEDULE INCREASED
- No
- Other: \_\_\_\_\_

Q18. What tools or resources did your organization use to support the decision to decrease or expand your accessible transit service?

---

---

---

Q19. Which essential services or destinations does your service provide access to?

(Check all that apply.)

- Hospital/medical center
- Grocery store
- Pharmacy
- Other: \_\_\_\_\_
- Large employer/job site
- Government agency offices (post office, DMV, civil court, etc.)

Q20. DVRPC routinely convenes government officials, advocacy groups, and residents from across the Greater Philadelphia area to discuss regional planning needs. Are there any ways that you see DVRPC supporting the accessible transit needs of your organization using our planning and/or community engagement resources?

- More DVRPC Work Program projects that target accessible transportation gaps identified in the ETA Plan
- More DVRPC-run workshops and/or designated information sharing forums
- Establishment of a regional ETA working group/steering committee
- Other: \_\_\_\_\_

Q21. What resources, tools, or planning/data products would help your organization provide accessible transit service options to the underserved essential services or destinations in your service area? Please include specific service destinations in your response.

---

---

---

**Section 7: DVRPC's Equity Through Access (ETA) Map Toolkit**

Q22. Are you familiar with DVRPC's ETA Map Toolkit? You can view the toolkit here: <https://www.dvrpc.org/eta/>. (Check all that apply.)

- Yes, my agency has used it before to inform our planning work.
- Yes, staff members at my agency have interacted with it.
- Yes, staff members at my agency are aware of it but do not interact with it.
- No, this is the first time I am hearing of the Map Toolkit.

Q23. Are you able to provide digital maps (GIS or other) of the routes in your service area for DVRPC to incorporate into our Equity Through Access Map Toolkit?

- Yes, I will email the data/information to [kbancone@dvrpc.org](mailto:kbancone@dvrpc.org).
- Maybe, I will reach out to [kbancone@dvrpc.org](mailto:kbancone@dvrpc.org) on this matter.
- No.

Q24. How could DVRPC's Equity Through Access Map Toolkit be improved to better support your organization's accessible transit work?

---

---

---

**Section 6: Thank You!**

Thank you for helping us to improve accessible transportation across the Philadelphia region. Are there any final thoughts that you would like to share with DVRPC?

## SURVEY RESPONSES

Q1 Do you directly provide accessible transit services or oversee accessible transit services and funding?

Both.	3
My organization/agency directly PROVIDES and/or OPERATES accessible transit services.	7
My organization/agency SUPERVISES/COORDINATES transit options and/or ADMINISTERS FUNDS.	12
<b>Total</b>	<b>22</b>

Q2. How is your organization working towards providing 100% accessible options for your service area? (Check all that apply.)

Responses: 22

Type of Organization	Best practices	Mapping	Grant writing	Regular convening	Marketing and outreach	Physical upgrades	Other
Both.	3	2	2	2	1	0	1
Directly Provides/Operates Service	5	1	1	1	2	2	2
Supervises/Coordinates/Administers Funds	12	7	7	10	8	0	3
<b>Total</b>	<b>20</b>	<b>10</b>	<b>10</b>	<b>13</b>	<b>11</b>	<b>2</b>	<b>6</b>

Q5. Which groups does your organization collaborate with when planning for accessible transit services? (Check all that apply.)

Responses: 22

Type of Organization	DOT	State	DVRPC	Local transit authority	City/ County	Colleges/ Universities	Health-care Providers	Non-profit transit providers	Private transit providers	Large employers	Citizen-led groups	Other
Both.	2	2	2	2	2	1	2	1	0	2	1	1
Directly Provides/ Operates Service	0	3	2	5	5	2	1	5	2	2	1	2
Supervises/ Coordinates/ Administers Funds	7	8	7	10	12	8	8	6	8	6	4	4
<b>Total</b>	<b>9</b>	<b>13</b>	<b>11</b>	<b>17</b>	<b>19</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>7</b>

Q6. Does your organization coordinate with any Transportation Network Companies (TNCs) or ride-hailing companies?

Responses: 22

Type of Organization	Yes	No
Both.	1	2
Directly Provides/Operates Service	2	5
Supervises/Coordinates/Administers Funds	4	8
<b>Total</b>	<b>7</b>	<b>15</b>

Q8. What information-sharing challenges or roadblocks does your organization face?

Responses: 19

Type of Organization	Technical capacity limitations	Limited forums for peer-to-peer exchanges	Other
Both.	0	0	1
Directly Provides/Operates Service	2	2	2
Supervises/Coordinates/Administers Funds	7	2	3
<b>Total</b>	<b>9</b>	<b>4</b>	<b>6</b>

Q11. What estimated percentage of the accessible transit options in your service area are provided by private/non-profit organizations?

Responses: 21

Type of Organization	Less than 10%	10-30%	31-50%	51-75%	more than 75%
Both.	0	0	0	0	2
Directly Provides/Operates Service	2	1	2	0	2
Supervises/Coordinates/Administers Funds	5	2	1	3	1
<b>Total</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>

Q14. If I were a potential customer interested in your accessible transit service, where could I go to get more information? (Check all that apply.)

Responses: 22

Type of Organization	Government website	Non -profit website	Customer service call center	Marketing onboard transit	Public advertisement	Marketing at healthcare offices	Other
Both.	2	2	1	1	1	2	0
Directly Provides/ Operates Service	5	5	5	1	1	2	1
Supervises/ Coordinates/ Administers Funds	6	10	5	2	3	2	4
<b>Total</b>	<b>13</b>	<b>17</b>	<b>11</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>

Q15. How does your organization gather customer feedback regarding your accessible transit service? (Check all that apply.)

Responses: 20

Type of Organization	Website	Comment cards	Call center	Social media	Other
Both.	2	1	2	2	2
Directly Provides/Operates Service	4	2	5	2	3
Supervises/Coordinates/Administers Funds	7	1	5	5	7
<b>Total</b>	<b>13</b>	<b>4</b>	<b>12</b>	<b>9</b>	<b>12</b>

Q16. Does your organization provide training or orientation for new accessible transit/paratransit riders?

Responses: 22

Type of Organization	Yes	Yes, by request	No	Other
Both.	1	1	1	0
Directly Provides/Operates Service	1	2	3	1
Supervises/Coordinates/Administers Funds	1	4	3	4
<b>Total</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>5</b>

Q17. Has the size of accessible locations or schedule of accessible transit options changed in your service area since 2020?

Responses: 22

Type of Organization	Area decreased	Schedule decreased	Area increased	Schedule increased	No	N/A
Both.	0	0	1	0	2	0
Directly Provides/Operates Service	0	1	0	4	2	0
Supervises/ Coordinates/ Administers Funds	1	2	1	2	5	3
<b>Total</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>3</b>

Q19. Which essential services or destinations does your service provide access to? (Check all that apply.)

Responses: 21

Type of Organization	Hospital/medical center	Grocery store	Pharmacy	Large employer/ job site	Government office	Other	N/A
Both.	3	3	3	2	3	0	0
Directly Provides/Operates Service	6	6	6	4	6	2	0
Supervises/ Coordinates/ Administers Funds	9	8	7	8	8	2	2
<b>Grand Total</b>	<b>18</b>	<b>17</b>	<b>16</b>	<b>14</b>	<b>17</b>	<b>4</b>	<b>2</b>



Q20. DVRPC routinely convenes government officials, advocacy groups, and residents from across the Greater Philadelphia area to discuss regional planning needs. Are there any ways that you see DVRPC supporting the accessible transit needs of your organization using or planning and/or community engagement resources?

Responses: 21

Type of Organization	Work program projects	Workshops/ information sharing	Regional steering committee	Other
Both.	2	2	3	0
Directly Provides/Operates Service	3	3	4	0
Supervises/ Coordinates/ Administers Funds	6	5	5	1
<b>Grand Total</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>1</b>



# EQUITY THROUGH ACCESS: 2024 UPDATE TO THE GREATER PHILADELPHIA REGION'S COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

**PUBLICATION NUMBER:** 24160

**DATE PUBLISHED:** January 2025

**ABSTRACT:** The Equity Through Access (ETA) project is DVRPC's update of the region's Coordinated Human Services Transportation Plan (CHSTP). ETA seeks to improve economic and social opportunity in the region by expanding access to essential services for vulnerable populations - those who are more critically impacted by barriers and gaps in infrastructure, service coordination, and policies. Vulnerable populations are individuals who are low income, seniors, physically disabled, mentally disabled, and more likely to be transit dependent than the general population. Essential services are defined as destinations needed to meet a standard quality of life and include places of employment, grocery stores, schools, medical facilities, recreation/open space areas, senior centers, and centers for the developmentally disabled. This project responds to the changing CHSTP funding landscape and looks for new ways to promote accessible, affordable, and safe mobility.

This plan serves as DVRPC's update to the region's CHSTP. It uses updated conversations with local governments, human services agencies, nonprofits, transportation providers, advocates, and past conversations with vulnerable transit users to identify unmet mobility needs and service gaps, recommend new or different kinds of transportation access solutions, and enable more people to access social and economic mobility.

---

## CONTACT:

Amy Bernknopf  
Manager, Office of Transit, Bicycle,  
and Pedestrian Planning  
215-238-2845  
abernknopf@dvrpc.org

Chris Pollard  
Manager, Geospatial Application Development  
215-238-2815  
cpollard@dvrpc.org



190 N Independence Mall West  
8th Floor  
Philadelphia, PA 19106-1520  
215.592.1800 | [www.dvrpc.org](http://www.dvrpc.org)

**DVRPC's vision for the Greater Philadelphia Region is a prosperous, innovative, equitable, resilient, and sustainable region that increases mobility choices by investing in a safe and modern transportation system; that protects and preserves our natural resources while creating healthy communities; and that fosters greater opportunities for all.**

**DVRPC's mission is to achieve this vision by convening the widest array of partners to inform and facilitate data-driven decision-making. We are engaged across the region, and strive to be leaders and innovators, exploring new ideas and creating best practices.**



190 N Independence Mall West  
8th Floor  
Philadelphia, PA 19106-1520  
215.592.1800  
[www.dvrpc.org](http://www.dvrpc.org)

Connect With Us!  |  |  |  | 