



2050 Regional Transit Plan & Specialized Transportation Plan

▶ 2050 SPECIALIZED TRANSPORTATION PLAN

The Situation Right Now

From October 2022 to September 2023, over 145,000 trips were taken on federally funded specialized transportation services in the region. That is more than the number of annual trips taken on ADA paratransit.

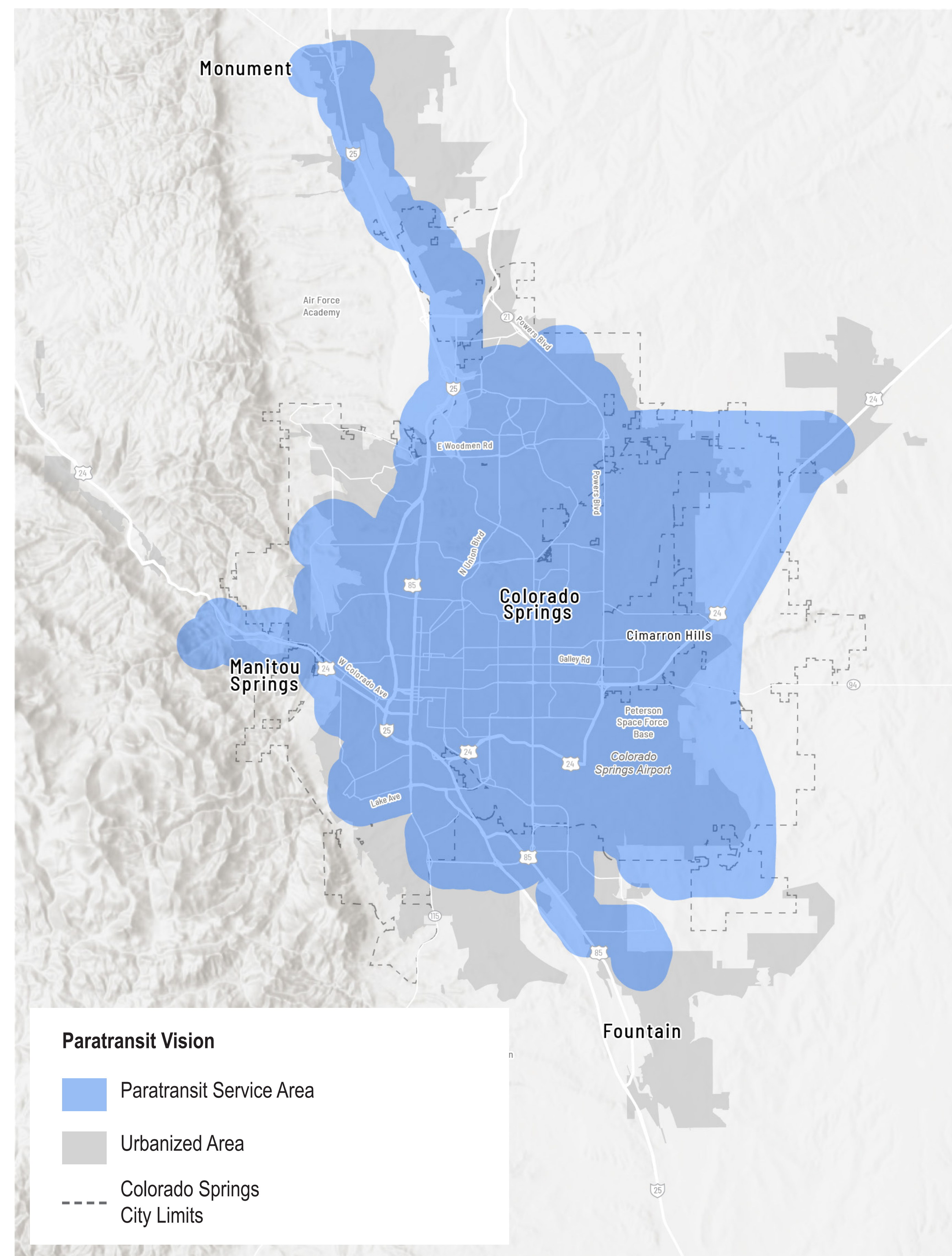
The specialized transportation system is a complicated maze for riders to navigate, especially if you are new to these services. To get a specialized ride from each provider, you need to meet their requirements, register, and then reserve a ride. But, depending on the provider, you may not necessarily qualify or you may not be able to get service when you need it, and thus you will have to start over and call another provider.

Here's a selection of specialized providers in the Pike's Peak region:

- Mountain Metro Paratransit Service
- Envida
- Fountain Valley Senior Center
- GoodWheels
- Silver Key
- Teller Senior Coalition
- Community Intersections
- Veterans Transportation Service
- Beo Mobility

...and over 100 providers of Medicaid transportation!

What the Future Looks Like



If the 2050 transit vision were fully implemented, the current ADA paratransit service area in the region would increase by over 67%.

On one hand, more transit and paratransit coverage from MMT will reduce some peoples' dependency on specialized transportation providers.

However, there will still be needs which come up that cannot be met by transit, such as some medical transportation needs, or access to service areas still not covered by transit.

Therefore, there must be better coordination between human services, regional planners, and those who provide transportation for people of all ages and abilities.



▶ Are there other challenges you see with the current specialized transit system? If so, please describe.

You can also provide your feedback at www.surveymonkey.com/r/2050transitplans or by scanning the QR code.





▶ PROPOSED SPECIALIZED TRANSPORTATION PLAN STRATEGIES



Coordinate all resources and instruction for bus drivers in one location.

You could ride a specialized or paratransit service and know the level of customer service and commitment to safety will be the same across all providers. More drivers being trained helps ensure more transportation service is available for you and your neighbors.



Set new standards of service for all specialized transit providers receiving funding from PPACG & MMT.

Your ride and customer experience could improve with common standards, consistency in services, as well as increased efficiency and trip reliability through streamlined operations.



Establish a single database of all registered and eligible rider shared between all the specialized, paratransit, and transit providers in the region.

You could save time by not having to register for each agency, or contact each agency.



Prioritize vehicle purchases so they are appropriately sized, shared between agencies, and regularly maintained.

Your on-board experience could be more comfortable, and you may have a smoother, more efficient and reliable trip through improved coordination of vehicles between agencies.



Create programs to reimburse people for Uber, Lyft, and taxi rides in situations where no transit is available or there is a personal emergency.

You could save money in certain situations where you need to hire a curb-to-curb service on short notice or to get to/from a remote location.



Improvements to help people access bus stops more safely, including sidewalks, safer crosswalks, shelters, and lighting.

You can safely and comfortably get to MMT fixed-route bus services on your own and therefore no longer need to rely on specialized transit, paratransit, or somebody else to drive you.



24/7 phone hotline and website to help direct people to the most appropriate transportation options.

You could save time and energy otherwise spent navigating multiple transportation options.



▶ 2050 SPECIALIZED TRANSPORTATION PLAN FEEDBACK



Coordinate all resources and instruction for bus drivers in one location.



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Prioritize vehicle purchases so they are appropriately sized, shared between agencies, and regularly maintained.



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24/7 phone hotline and website to help direct people to the most appropriate transportation options.

What are the most important parts of the proposed strategies to you? Choose up to three.

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