

Summary of Service Connected Veterans Interest in Metro Pass

An online survey was distributed to service connected veterans to gauge interest in a free Metro Transit pass program. The survey was available February 28 through March 28, 2012.

The goal of the online survey was to get a general idea as to what the potential interest/use would be if a free Metro pass was made available to service connected veterans. Results described below are from 180 total respondents and cross tabbed according to service connected veterans that currently ride Metro Transit and those that might be interested should there be a free pass available.

Service Connected Veterans Currently Riding Metro Transit (crosstab)

- 50 indicated that they are current Metro riders
- 48 indicated would ride more if there was a pass available

Service Connected Veterans Currently NOT Riding Metro Transit (crosstab)

- 110 indicated they were NOT current Metro riders
- 81 indicated they WOULD be interested in riding, should there be a free pass.

Total Respondents (180)

- 108 are now using personal car
- 129 would take advantage of a free Metro pass
- 111 would expect to use to ride to work

Recommendations:

Metro Transit does not recommend providing free fares to any special group, including disabled veterans. This conclusion is based on a) the availability of reduced fares through other Metro fare options, b) the availability of funding for Veterans from other sources, and c) to be consistent with past decisions where other important special groups have not received free fares through Metro Transit.

Metro alternatives:

Metro already offers discounted fares for people with disabilities as well as a 31-day bus pass for those with income limitations. Metro also offers an unlimited ride pass program (Commute Card) that offers a monthly billing option at a reduced rate per ride.

With that in mind, staff propose:

- A service connected veteran ID could be used for automatic approval for senior/disabled half price fare eligibility card. Cash fare would be \$1.00. 10-ride card is \$10.00 31-day senior/disabled pass is \$27.50.
- Staff could help identify grants that might be available to fund the purchase of 2-ride or 10-ride cards at senior disabled rate (\$2.00 for 2-rides), (\$10 for 10-rides).
- Allowing Veterans Association to enter into Commute Card program that invoices program administrator monthly at \$1.15/ride. Staff would work with Veterans Association to help identify funding.
- Veterans Association makes a formal request for free rides for service connected veterans to the City of Madison Common Council. An alder would need to sign on as a sponsor for it to be considered on the Council floor.

Programs Available

In addition, there are other national and locally funded programs to assist veterans with transportation.

Veterans Transportation and Community Living Initiative

http://www.fta.dot.gov/grants/13094_13528.html

RSVP's Vets Helping Vets Program (Dane County)

<http://www.rsvpdane.org/veteranshelpingveterans.html>

A larger list of potential programs is attached.

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Initiative Overview

Veterans Transportation and Community Living Initiative

The Veterans Transportation and Community Living Initiative (VTCLI) is an innovative, federally coordinated partnership that will make it easier for U.S. veterans, active service members, military families, and others to learn about and arrange for locally available transportation services that connect them with work, education, health care, and other vital services in their communities. Drawing on existing federal resources, and in consultation with advocates for veterans and people with disabilities, projects are being funded in urban, suburban, and rural communities around the nation to strengthen and promote "one-call" information centers and other tools that conveniently "connect the dots" as never before. As a result, these deserving men and women and their families may quickly and conveniently turn to trusted sources who have been specially trained to help them access local transportation options and other support services, ranging from workforce training to food pantry locations.

Who Benefits?

Veterans and military families are a traditionally under-served population when it comes to transportation access, so they're an important focal point. However, the VTCLI grant program is structured to fund projects that will potentially benefit anyone living within the jurisdiction of a grant recipient, with or without veteran status. In particular, the initiative aligns with the Administration's implementation of the Supreme Court's Olmstead decision, which addresses the rights of people with disabilities to live independently. It also reflects the President's commitment to assist economically disadvantaged workers and people who need access to health care.

Who is Responsible?

The initiative is developed and supported by members of the federal [Coordinating Council on Access and Mobility](#)—a federal inter-agency council established in 2004 currently chaired by Secretary LaHood—and other stakeholders. Council member participants include the Departments of Transportation, Veterans Affairs, Labor, and Health and Human Services. The Department of Defense and over a dozen leading veteran service organizations are also involved. The VTCLI grant program is managed and administered by the FTA.

Veterans Helping Veterans and the [National Service Blog](#)
<http://www.rsvpdane.org/veteranshelpingveterans.html>

RSVP has received a \$35,000 grant from the Madison Community Foundation to expand its Driver Services Program to reach out to veterans. For the past 36 years, RSVP of Dane County has provided transportation throughout Dane County to adults age 60 and over who have no access to personal transportation. RSVP drivers also deliver meals in communities outside of Madison, a service that enables older adults to stay in their homes as long as possible.

With this new grant, RSVP is partnering with the Middleton William “Sonny” Simon VFW Post 8216 to reach out to veterans’ groups throughout Dane County to recruit 150 new drivers to provide rides to medical appointments and other important trips for veterans and their families, as well as for older adults. About 18 months ago, Bob Topel, who is quartermaster for VFW Post 8216, as well as an RSVP volunteer and former staff person, contacted RSVP with the idea for this program. RSVP was fortunate to receive a grant from the Madison Community Foundation to make Veterans Helping Veterans a reality. Veterans who are unable to drive will be able to receive a ride from a fellow veteran volunteer driver who understands some of the problems that younger veterans are facing.

The potential impact of the program is summed up by Tom Linfield of the Madison Community Foundation: “This project helps build community by engaging veterans both as volunteers and clientele, forging bonds and creating opportunities for both parties. Needs are growing as more young veterans return home from current war zones. The Madison Community Foundation is pleased to support his kind of innovative and meaningful work that will impact residents across Dane County.”

More drivers are needed to meet the demand for service for veterans and older adults. Drivers are reimbursed 50 cents per mile, and covered with personal accident, liability and excess automobile liability insurance. The program is extremely flexible and can work around individual schedules.

More information is also available on YouTube:

<http://youtu.be/p2kxsd2bvXw>

If you can help, please call Dave Tetzlaff at 238-7901, or email: dtetzlaff@rsvpdane.org.

Transportation Programs for Veterans, Medicaid, and Emergency Response: Synthesis

prepared for
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Kathy Lindquist, WSDOT Research Office
Michel Wendt, WSDOT Library

August 17, 2009

Transportation Synthesis Reports (TSRs) are brief summaries of currently available information on topics of interest to WSDOT staff. Online and print sources may include newspaper and periodical articles, NCHRP and other TRB programs, AASHTO, the research and practices of other state DOTs and related academic and industry research. Internet hyperlinks in the TSRs are active at the time of publication, but host server changes can make them obsolete.

Request for Synthesis:

Katy Taylor, WSDOT Public Transportation Director, had three queries:

1. What other states are doing related to veterans transportation?
2. Which states manage Medicare/Medicaid transportation in their transportation agency instead of their social and health services agency?
3. What public transportation emergency response strategies and policies do other states have?

Background:

Based on a search of available resources, it appears that most veterans' transportation needs are dictated at the federal level. Some veterans are probably taken care of under Medicaid, depending on their level of benefits. Some states offer reduced public transportation fares and free transportation to medical centers through veterans affairs agencies or at the county or local level. It also appears that most states handle Medicaid transport services through their DSHS equivalent.

Databases Searched:

- TRIS
- Google

Synthesis Summary:

- Veterans Transportation
- Medicaid Transportation Programs
- Public Transportation Emergency Response Strategies

VETERANS TRANSPORTATION

Veterans Transportation Benefits

§21.154 Special transportation assistance.

(a) General. A veteran, who because of the effects of disability has transportation expenses in addition to those incurred by persons not so disabled, shall be provided a transportation allowance to defray such additional expenses. The assistance provided in this section is in addition to provisions for interregional and intraregional travel which may be authorized under provisions of §§21.370 through 21.376. (Authority: 38 U.S.C. 3104(a)(13))

http://www.warms.vba.va.gov/REGS/38CFR/BOOKG/PART21/s21_154.doc

National Resource Directory

A Web directory of national public transportation services available to veterans.

<http://www.nationalresourcedirectory.gov/nrd/public/DisplayPage.do?parentFolderId=6634>

Disabled American Veterans Transportation Network

Through the Transportation Network, DAV volunteers drive sick and disabled veterans to and from VA medical facilities for treatment. The Transportation Network is a clear example of veterans helping veterans. The DAV stepped in to meet a substantial community need when the federal government terminated its program that helped many veterans pay for transportation to VA medical facilities. The DAV has 189 Hospital Service Coordinators around the country who coordinate the transportation needs for disabled veterans.

<http://www.dav.org/volunteers/Ride.aspx>

State Benefits: Transportation System (North Dakota)

The veterans transportation system is designed to aid veterans in transportation to a Veterans Hospital. Currently, there are 5 vans on scheduled routes bringing veterans to Fargo, North Dakota or Miles City, Montana. The cost of this program is underwritten in part by the Post War Trust Fund.

<http://www.nd.gov/veterans/benefits/transport.html>

Disabled Veterans eligible for FREE Transit

Minnesota Department of Veterans Affairs

Minnesota's disabled veterans are now able to use public transportation throughout Minnesota at no charge beginning today. The transit benefit was passed by the legislature and signed into law by Gov. Tim Pawlenty this year.

Disabled veterans simply need to show the proper identification card to bus operators of any fixed-route service in the state, including Metro Transit and suburban transit providers in the Minneapolis/St. Paul area as well as regular-route services in Duluth, St. Cloud, Rochester, Moorhead, East Grand Forks and Mankato.

<http://www.mdva.state.mn.us/>

Transportation Program

New Jersey Dept. of Military and Veterans Affairs

This program assists the veteran in need of transportation. The program originated due to the distance many N.J. veterans had to travel to get to a VA facility for medical care. Free transportation is offered to VA medical centers, clinics, pharmacies, private physicians, regional veterans services offices or job service offices, and other community services in most counties. The state veterans service officer in the county should be contacted to explain the details of the program, level of service in that county, qualifications and requirements, and assist in scheduling the transportation.

<http://www.state.nj.us/military/veterans/programs.html>

Transportation to VA Medical Appointments

Wisconsin Department of Veterans Affairs

Wisconsin veterans may use one of two programs that assist veterans who need help getting to VA medical appointments. The Wisconsin Department of the Disabled American Veterans operates several vans around the state that normally stop at predetermined locations and then transport to the various medical centers. For a list of the current scheduled stops, please see the Wisconsin DAV website. Veterans can schedule a stop by contacting the DAV Transportation Coordinator listed with the schedule. These rides are free of charge and available to all veterans

based on financial need -- you do not have to be disabled or belong to the DAV to get a ride on this network. Veterans should contact the DAV for additional information. The Wisconsin Department of Veterans Affairs provides an annual grant to the DAV to assist with this program.

For veterans who live in locations not served by the DAV most counties provide some type of assistance. Some counties provide this service free of charge and others require a small fee or donation. Veterans can request to have this fee waived in most cases if they are experiencing financial hardship. County transportation systems are run by the County Veterans Service Office (CVSO) or another County agency. Veterans should contact their CVSO for information. The Wisconsin Department of Veterans Affairs provides a grant to assist counties that transport veterans to VA medical appointments.

http://dva.state.wi.us/Ben_DAVTransport.asp

Reduced Public Transportation Fees (Washington State)

Washington State Dept. of Veterans Affairs

Washington State Ferries and local participating transit authorities, offer disabled veteran passengers travel at a reduced rate. Please contact your local transit authority for more information. For reduced ferry rates, please contact the WA State Ferries at 206-515-3460.

<http://www.dva.wa.gov/PDF%20files/BenefitsBro.pdf>

MEDICAID TRANSPORTATION PROGRAMS

Transit Agency Participation in Medicaid Transportation Programs

Kenneth I. Hosen and Elisabeth Fetting, 2006, TCRP Synthesis of Practice 65, Project J-7, Topic SB-13

Abstract: This synthesis documents and summarizes the tasks necessary for a public transit–Non-Emergency Medical Transportation (NEMT) partnership to be successful. The purpose is to report on the real and perceived barriers to NEMT and public transit coordination and to describe case studies of Medicaid transportation program participation by transit agencies. This topic is of interest to transit agency staff at the local level. They might use this report to learn from and compare their experiences with the experiences of other agencies. Opportunities exist for public transit agencies to participate in the NEMT program as providers of service or as brokers. Findings in this report are based on a literature review; surveys of selected transit agencies, corresponding state department of transportation transit divisions, and state Medicaid agencies; analysis of documentation submitted; interviews; and site visits. Case study descriptions were prepared to reflect geographical diversity; urban, small urban, and rural agencies; and different service delivery models. The case studies are: Broward County, Florida; North Georgia Community Action Agency, Georgia; TriMet, Portland, Oregon; Texoma Area Paratransit System, Texas; and Chittenden County Transportation Authority, Vermont.

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_syn_65.pdf

Medicaid Transportation Services: Medi-Cal Summary

Assurance of transportation services is a key component in accessing necessary health care for millions of Medicaid recipients. Yet, while state plans are required by federal regulations to ensure transportation assistance, they are afforded a great deal of flexibility in how they administer their programs. Through EPSDT, children are guaranteed some transportation and scheduling assistance as well as coverage of travel related costs for medical care only offered outside their city. While the courts have upheld the federal mandate, they have diluted the assurance of transportation by allowing a number of limitations on what states have to provide. Rising transportation costs have created additional pressures on states to limit transportation services. In response, some states have developed innovative strategies to increase quality and efficiency through the use of brokers, administrative managers and capitated transportation services. States like Washington, Idaho and Rhode Island have succeeded in improving transportation services while controlling expenditures. By reviewing these models and others,

advocates can determine what changes can and should be made in their own states and recommend modifications to their state Medicaid agencies.

<http://www.healthconsumer.org/cs026MedicaidTransport.pdf>

Iowa Medicaid Non-Emergency Medical Transportation System Review and Options for Improvements

Paul F. Hanley et al, September 2008, Univ. of Iowa, Iowa City, Accession No. 01126483

Abstract. Inadequate transportation has long been identified as a major issue in rural Iowa, and it is particularly acute for people of all ages with disabilities and their families, including Medicaid members. Currently, Medicaid members are reimbursed for transporting themselves, or providers are reimbursed for transporting individuals, which places the bulk of the responsibility on consumers, Iowa Department of Human Services (DHS) Income Maintenance workers and case managers. Under a statewide, Medicaid-funded transportation brokerage, Iowa Medicaid Enterprise (IME) would contract with an entity to (1) establish a network of transportation providers; (2) maintain a call center; (3) ensure compliance with Medicaid regulations related to eligibility of the individual and trip; (4) arrange and pay for the trips; and (5) monitor services and transportation providers for compliance and quality. States that have established brokerages have, in general, experienced an increase in the number of trips and a reduction in the cost per trip. A goal of the study was to provide guidance for consistent access to non-emergency health care services by pointing the way towards coordinated non-emergency medical transportation services through a centralized transportation brokerage.

[Check WSDOT Library for availability]

Medicaid Transportation and Urban Public Transit: Strategies and Opportunities for Increasing Transit Ridership

Kenneth I. Hosen, May 2008, Bus & Paratransit Proceedings, Austin, Tex., Amer. Pub. Transportation Assoc., Accession No. 01115121

Abstract. Inadequate transportation has long been identified as a major issue in rural Iowa, and it is particularly acute for people of all ages with disabilities and their families, including Medicaid members. Currently, Medicaid members are reimbursed for transporting themselves, or providers are reimbursed for transporting individuals, which places the bulk of the responsibility on consumers, Iowa Department of Human Services (DHS) Income Maintenance workers and case managers. Under a statewide, Medicaid-funded transportation brokerage, Iowa Medicaid Enterprise (IME) would contract with an entity to (1) establish a network of transportation providers; (2) maintain a call center; (3) ensure compliance with Medicaid regulations related to eligibility of the individual and trip; (4) arrange and pay for the trips; and (5) monitor services and transportation providers for compliance and quality. States that have established brokerages have, in general, experienced an increase in the number of trips and a reduction in the cost per trip. A goal of the study was to provide guidance for consistent access to non-emergency health care services by pointing the way towards coordinated non-emergency medical transportation services through a centralized transportation brokerage.

[Check WSDOT Library for availability]

Medical Transportation Toolkit and Best Practices

Jessica McCann and Jordan Nichols, 2005, Community Transportation Assoc. of Amer.

Abstract. This publication on medical transportation offers resources for non-emergency medical transportation. It is divided among 7 chapters and 14 supplemental items. They are as follows: Introduction - Chapter 1. Transportation: The Critical Link to Health Care; Chapter 2. An Introduction to Community Transportation; Chapter 3. The Consumer's Search for Transportation; Chapter 4. Seniors' Needs for Medical Transportation; Chapter 5. Coordination: Working Together, Working Better; Chapter 6. Medicaid: America's First Medical Transportation Model at Work; Chapter 7. Special Needs Medical Transportation: Looking at Dialysis Transportation. Medical Transportation Supplement - Part A. National Transit Resource Center Glossary; Part B.

Managed Care Terms and Methodologies; Part C. Principles of Managed Care Contracting; Part D. Payment Methodologies-Capitation: Sharing the Risk; Part E. RFP Outline; Part F. Sample Transportation Contract; Part G. Sample Memorandum of Understanding; Part H. State Medicaid Transportation Contacts; Part I. National Transit Resource Center Brochure; Part J. Bibliography; Part K. Current Practices in Medical Transportation; Part L. Medicaid Transportation: A Primer for States, Health Plans and Advocates; Part M. Community Transportation Magazine; and Part N. Report: Benefits of Transportation Services to Health Programs.

<http://www.ctaa.org/webmodules/webarticles/articlefiles/medtoolkit.pdf>

Transportation-Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist

U.S. General Accounting Office, June 2003, Report #GAO-03-697

From abstract. Millions of Americans are unable to provide their own transportation-or even use public transportation-for Medicaid appointments, Head Start classes, job training, or other services. Such "transportation disadvantaged" persons are often disabled, elderly, or low income. Various federal programs are authorized to provide transportation services to them. The General Accounting Office (GAO) was asked to (1) identify the federal programs that fund such transportation services and the amount spent on them, (2) assess the extent of coordination among the various programs, and (3) identify any obstacles to coordination and potential ways to overcome such obstacles.

<http://www.gao.gov/new.items/d03697.pdf>

The Use of Existing Infrastructure to Provide Mobility for Seniors

James J. McLary, May 2004, Bus and Paratransit & Bus Rapid Transit Conference, Denver, Amer. Public Transportation Assoc., Accession No. 00980185

From abstract. The paper provides a litany of service options for Senior Citizens, the fastest growing population group in America. As the mobility options grow, the integration of services becomes very important. Most of the transit agencies in the United States, manage assets not services. The purpose of this research is to suggest a demand management or systems approach. This includes the use of fixed route transit, demand response services (American with Disabilities Act complementary paratransit), Human Service Programs (Aging, Medicaid, Medicare, Vocational Rehabilitation, etc.), private-nonprofit agencies (non-governmental organizations), volunteer organizations, and finally the private-for-profit sector (taxi companies, private paratransit companies, etc.).

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Economic Benefits of Coordinating Human Service Transportation and Transit Services. Executive Summary

TRB, 2003, TCRP Report 91

From abstract. Coordinating human service transportation services and public transit services can provide significant economic benefits, including increased funding, decreased costs, and increased productivity. Particularly successful coordination strategies could include: Transit agencies providing trips for Medicaid clients with industry benefits of up to \$50 million per year; Nontransit agencies providing Americans with Disabilities Act and other paratransit services with benefits up to \$148 million per year; Transportation providers shifting paratransit riders to fixed route services with benefits up to \$300 million per year; Local human service agencies coordinating their trips with benefits up to \$60 million per year; and Communities expanding transportation services to areas not now served with benefits up to \$132 million per year. This brochure describes basic coordination concepts, typical economic benefits of coordination, strategies that enable transportation operators to achieve significant economic benefits from coordinating their operations, and potential overall industry impacts.

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp91/tcrp91_exsum-obj.pdf

Medicaid Transportation: Assuring Access to Health Care - A Primer for States, Health Plans, Providers and Advocates

Community Transportation Assoc. of Amer., January 2001

Abstract: This report investigates the beginnings and current administration of non-emergency Medicaid transportation (NEMT). NEMT is a one of a kind federally-funded, state-administered program to provide quality health care to the nation's disabled and poor. The report explores NEMT services under both managed care and fee-for-service environments, presents unique profiles of state Medicaid transportation programs, and identifies innovative practices. In addition, the report highlights a number of innovative models that managed care and state organizations have adopted in order to improve access to medical services and to control costs and abuses. The report also describes supplemental Medicaid transportation funding available under the Children's Health Insurance Program (CHIP) and Home and Community Based Waivered Services (HCBS), and identifies those states that provide transportation benefits under these Medicaid expansion programs and those that do not.

<http://www.ce.berkeley.edu/~yuli/ce259/reader/NEMT.pdf>

Evaluation of Medicaid Transportation Service Delivery in Kentucky Human Service Transportation Regions

T. Gossardt et al, July 2000, Univ. of Kentucky, Lexington, and Kentucky Transportation Cabinet, Report #KTC-00-21, Accession No. 00941297

From abstract: In October 1998, the Health Care Financing Administration (HCFA) approved the Commonwealth's request for a two-year Non Emergency Transportation Waiver. The waiver allowed the state to continue implementing its Human Service Transportation Delivery Program (HSTDP) . . . This document is the culmination of the Center's assessment of the HSTDP. The Center's research team developed a comprehensive approach to evaluating the HSTDP that included obtaining relevant data and information from users, transportation providers, regional brokers, and the Kentucky Transportation Cabinet. Information was gathered from the HSTDP participants by mail surveys, telephone interviews, and financial records. The research team's analysis is presented in two chapters covering, respectively, project effectiveness and project efficiency.

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Designing and Operating Cost-Effective Medicaid Nonemergency Transportation Programs. A Guidebook for State Medicaid Agencies

D. Bradley et al, June 1998, Health Care Financing Admin.

Abstract: All states recognize the importance of the Medicaid transportation program. Some states have implemented legislative mandates to trim the program's growth or to provide more efficient services. These efforts should be undertaken with care, since any change in the program may affect access to medical services. Furthermore, since Medicaid is often the single largest funder of transportation services in many communities, the impact of any change on a region's often fragile and underfunded transportation network must be carefully evaluated.

<http://ntl.bts.gov/lib/12000/12200/12290/medicaid.pdf>

PUBLIC TRANSPORTATION EMERGENCY RESPONSE STRATEGIES

State Public Transportation Division Involvement in State Emergency Planning, Response, and Recovery

Gwen Chisholm Smith (Responsible Senior Program Officer), May 2008, AECOM Consult, Inc., NCHRP Research Results Digest 326, Project 20-65 (13)

Research Background: The purpose of this research is to document existing and best policies and practices of state transit divisions pertaining to weather-related emergencies. This research includes state involvement in emergency planning, response, and recovery. It identifies lessons learned from recent emergencies, key issues associated with the involvement of state public

transportation divisions, and best practices. The results of both a national survey of state transit divisions, in-depth interviews with selected states, and copies of or links to various resources related to emergency management are included in the report.

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_rrd_326.pdf

APTA Emergency Response and Preparedness Program Website

As a result of inclement weather, natural disasters and security concerns of the past few years, transit system, their suppliers, and other entities have come to understand the urgency of preparedness in the advent of a catastrophic event. APTA's Emergency Response and Preparedness Program (ERPP) is an online "mutual aid" tool designed to assist in times of these unfortunate disasters and other situations. This site provides a venue by which fellow transit systems and industry entities can volunteer and /or access resources in order to prepare for an expected event or in the wake of an unforeseen situation. Additionally, the information gathered on the ERPP site can enhance an organization's existing emergency plans by adding other resources if needed.

<http://www.aptaerpp.com/>

Emergency Preparedness, Response, and Recovery in the Transit Industry

Gwen Chisholm Smith (Responsible Senior Program Officer), March 2008, TCRP Research Results Digest 87

Abstract: This digest summarizes the mission performed March 16-31, 2007, under TCRP Project J-03, "International Transit Studies Program." It includes an overview of the mission that investigated emergency preparedness programs in the public transportation systems in several Asian cities (Hong Kong, Beijing, Tangshan, Seoul, Kobe, and Tokyo). The report begins in Section I with general observations by the mission team about the state of transit emergency preparedness in the cities visited. In Section II, information gathered about the policies and programs in place in each of the transit environments is provided. Section III shows how the different transit systems manage key emergency functions, including the following: control centers, Information Technology (IT) and telecommunications, interagency coordination, public communications, and evacuation planning.

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rrd_87.pdf

Emergency Transit Operations Plan for the Mississippi Gulf Coast. Work Assignment No. 8 - Gulf Regional Planning Commission

Burk-Kleinpeter, Inc., 2008, Accession No. 01135397

Abstract: The Gulf Regional Planning Commission (GRPC), through a grant from the Federal Transit Administration (FTA) and Association of Metropolitan Planning Organizations (AMPO), has developed a post-emergency plan for operation of public transportation along the Mississippi Gulf Coast. The purpose of this plan is to guide and direct the coordination of transportation services necessary to the recovery of any impacted areas of Hancock, Harrison and Jackson Counties, MS (See Figure ES-1). This process could include providing general public transportation or supporting connectivity to identified relief services or centers operated by identified relief agencies. The plan and model will be presented to local, regional, state and federal agencies to consider for long-term emergency recovery project planning and funding.

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Transit Taps Resources to Enhance Emergency Response Role

Claire Atkinson, June 2009, Metro 105(5): 32-36, Accession No. 01131572

From abstract: This article describes techniques that various transit agencies have used to develop and test emergency response plans. The Federal Transit Administration (FTA) notes that transit systems are inherently "open" and this vulnerable to attack. Tri Delta Transit in Antioch, California, used FTA and the American Public Transportation Association (APTA) guidelines, as

well as other transit agencies' experiences . . . The King Country Metro plan seeks to expand upon federal requirements and create an all-hazards response, not just a response to a terrorist attack . . . Additional transit agencies whose plans are discussed include the Port Authority of Allegheny County, in Pittsburgh, Pennsylvania, and Boston's Massachusetts Bay Transportation Authority.

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Corridor-Based Emergency Evacuation System for Washington, D.C.: System Development and Case Study

Yue Liu et al, 2008, Transportation Res. Rec. 2041: 58-67, Accession No. 01106140

The evacuation of large municipal areas in an efficient manner during emergencies and disasters is one of the critical tasks of emergency management agencies. This paper presents a corridor-based emergency evacuation system and an example application of the system for the Washington, D.C., metropolitan area. The proposed system features flexibility by accounting for various critical issues associated with both planning and real-time operations, including the integration of data from multiple sources, network decomposition, network-level traffic routing, contraflow design, staged evacuation, optimal signal timing, and the incorporation of pedestrian and bus operations. Under a hypothetical emergency scenario for Union Station in Washington, D.C., the proposed system demonstrated its effectiveness at producing evacuation routing strategies, identifying potential bottlenecks, and evaluating the performance of evacuation operations.

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The Role of Transit in Emergency Evacuation

TRB, 2008, Special Report 294

From abstract. This study was requested by Congress and funded by the Federal Transit Administration (FTA) and the Transit Cooperative Research Program to explore the capacity of transit systems serving the nation's 38 largest urbanized areas (UAs) to accommodate the evacuation, egress, or ingress of people from or to critical locations in times of emergency. The Transportation Research Board Committee on the Role of Public Transportation in Emergency Evacuation, which conducted the study, reviewed the literature; analyzed the emergency response and evacuation plans of the 38 largest UAs and their respective states; and conducted five case studies representing different regions of the country, types of transit systems, and types of emergencies.

<http://onlinepubs.trb.org/Onlinepubs/sr/sr294.pdf>

Emergency Evacuation Planning and Preparedness of Transit Facilities: Traffic Simulation Modeling

Noor Elminity et al, 2007, Transportation Res. Rec. 1992: 121-126, Accession No. 01049258

Abstract. The growing need for evacuation planning is addressed by using a computer-based model of traffic simulation. The VISSIM traffic simulation tool was used to evaluate a current plan and alternative plans for the deployment of transit during an emergency situation in a transit facility such as a bus depot. Different strategies were simulated to study the effect of evacuation on the surrounding traffic network as well as to help the local transit company (LYNX) evaluate its evacuation plan and consider different possibilities without the risk and cost of actual evacuation drills. Nine evacuation scenarios were simulated and analyzed to reach the best evacuation strategy for the LYNX company's main bus depot. Evacuation strategies evaluated include traffic diversion, bus signal optimization, access restriction, different destinations, and evacuation of pedestrians. Total network delay for each scenario was compared with the base case, and results indicate that pedestrian evacuation was better than using buses. Traffic rerouting also could potentially reduce delays and evacuation clearance time.

[Check WSDOT Library for availability]

Disaster Response and Recovery Resource for Transit Agencies

FTA, August 2006

From abstract. The purpose of this publication is to provide local transit agencies and transportation providers with useful information and best practices in emergency preparedness and disaster response and recovery. It provides summary information for general background, and includes best practices and links to more specific resources and more detailed information for local agencies concerning critical disaster related elements such as emergency preparedness, disaster response, and disaster recovery.

<http://transit-safety.volpe.dot.gov/publications/safety/DisasterResponse/PDF/DisasterResponse.pdf>

Emergency Scenarios for Public Commuter Transportation Tunnels

A. Haack and J. Schreyer, June 2005, The First International Conference on Safety and Security Engineering (SAFE/05), Rome: 507-518, Accession No. 01007116

Abstract. The phase from the design of the operation of tunnels for railbound public transportation systems proves to be extremely protracted in practice. This is due to the necessary approval procedures and extremely different appraisals pertaining to safety for instance. The design phase can be appreciably reduced if a standard emergency scenario is presented, for which a suitable safety concept must be available. Experts then decide on the case of fire as a standard scenario from possible emergency scenarios by dint of which the required safety considerations are to be carried out for new structures so that a standard basis for planning is created in Germany. This principal approach is shown for example for designing underground stations so that persons can rescue themselves and be rescued through establishing short evacuation periods and long smoke proliferation periods.

[Check WSDOT Library for availability]

Public Transportation Emergency Mobilization Guide: Appendix B--Survey of U.S. Public Transportation Systems

John N. Balog, June 2005, TCRP Web Document 25, Project J-10/B-1

Abstract. This document includes additional information on the survey used as input on TCRP Report 86, "Public Transportation Security: Volume 7: Public Transportation Emergency Mobilization and Emergency Operations Guide." TCRP Report 86 examines actions that may be taken by public transportation agencies working with their local communities to promote the early recognition of emergency events, expedite response to emergency events, establish multi-agency coordination, and ensure that public transportation resources are available to support the response to an emergency event.

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_webdoc_25.pdf

Incident Command for Transit Agencies

Pamela J. Sutherland, May 2005, Bus & Paratransit Conference, Columbus, Amer. Public Transportation Assoc., Accession No. 01001920

From abstract. The objective of this paper is to share with transit agencies information about the role they play in the incident command system (ICS) in response to major emergencies, incidents, and disasters. It provides sufficient information to transit agencies so that they can update their emergency procedures to more closely approximate ICS structure and functional needs.

[Check WSDOT Library for availability]

A Planning Tool for Improved Emergency Response

Sandeep Bhanji and Sudhir K. Agrawal, June 2005, Rail Transit Conference, Pittsburgh, Penn., Amer. Public Transportation Assoc., Accession No. 01002175

Abstract. Various types of emergencies including terrorism are concerns for the safety and security of people and property on transportation systems. The Emergency Response Manual (ERM) is a tool to assist transportation agencies with pre-incident planning, emergency response training, and as a reference during emergencies. This paper discusses the applications of ERM for transportation agencies.

[Check WSDOT Library for availability]

Overview of the Transit Operations Decision Support Systems (TODSS) Core Functional Requirements

J.A. Bunch et al, April 2004, At the Crossroads: Integrating Mobility Safety and Security. ITS America, 14th Annual Meeting and Exposition, San Antonio, Accession No. 00976094

From abstract. Transit Operations Decision Support Systems (TODSS) are systems designed to support dispatchers and others in real-time operations management in response to incidents, special events, and other changing conditions in order to improve operating speeds, reduce passenger wait times, and restore service when disruptions occur. As part of a joint Federal Transit Administration (FTA) and ITS Joint Program Office (JPO) project the "Transit Operations Decision Support Systems (TODSS): Core Functional Requirements For Identification Of Service Disruptions And Provision Of Service Restoration Options 1.0" were completed in April 2003. This paper provides a overview of the TODSS Core Functional Requirements, their development, and potential next steps.

[Check WSDOT Library for availability]

Emergency Management Agencies and Transportation Management Centers Integration

C.G. Hedden and E. Witzke, April 2004, At the Crossroads: Integrating Mobility Safety and Security. ITS America, 14th Annual Meeting and Exposition, San Antonio, Accession No. 00976039

From abstract. Intelligent Transportation Systems (ITS) and Transportation Management Centers (TMC) provide a lucrative partner for regional and statewide Emergency Management Agencies (EMA) . . . This paper documents two recent efforts in the US by local and regional EMAs in their efforts to coordinate with and collocate within TMCs. The first case study is that of Columbus, Ohio where the county EMA desires to collocate with regional transportation resources, including transit, traffic signal, freeway and other safety operations. And a second case study is that of Chicago, Illinois where the city's Emergency Operations Center (EOC) plans is studying the feasibility of building a joint facility with the city's TMC.

[Check WSDOT Library for availability]

Improving Transportation Response and Security Following a Disaster

N.W. Okasaki, March 2002, Today's Transportation Challenge: Meeting Our Customer's Expectations, Palm Harbor, Florida, Inst. of Transportation Engineers, Accession No. 00932429

From abstract. This paper discusses the Bay Area's Trans Response Plan and how the concept has expanded into emergency preparedness for transit terrorism. The paper provides background on California's Standardized Emergency Management System as practiced by MTC, Caltrans, and transit agencies as these organizations work together to respond to emergencies involving multiple jurisdictions. The author examined how the Plan calls for MTC to perform as the regional clearinghouse for transportation coordination and public information. The paper further documents the logical interaction between transit security and emergency response in managing the consequences of a hazard, crime scene, or a stated threat to deploy a device or weapon of mass destruction. Finally, it offers suggestions on the benefits for building and sustaining interagency relationships at all levels among multiple disciplines to ensure effective response and recovery.

[Check WSDOT Library for availability]

Emergency Management for Public Transportation Systems: Research Report (Tasks 3 and 4)

L.L. Higgins et al, May 2000, Tex. Transportation Inst. and FHWA, FHWA/TX-01/1834-3, Research Report 1834-3

Abstract. This project examines the possible roles that public transit agencies can fulfill in the emergency management plans of their cities and/or counties. This report summarizes Tasks 3 and 4 of the project. Task 3 was the production of a primer for transit agencies on developing emergency management plans and coordinating with the emergency management efforts in their local jurisdictions. In Task 4, the primer was evaluated by two Texas transit agencies and modified in response to comments and suggestions received from these potential users of the primer.

<http://tti.tamu.edu/documents/1834-3.pdf>

Role of Public Transportation Operations in Emergency Management: Research Report

L.L. Higgins et al, December 1999, Tex. Transportation Inst. and FHWA, FHWA/TX-00/1834-2, Research Report 1834-2

Abstract. This project examines the possible roles that public transit agencies can fulfill in the emergency management plans of their cities and/or counties. This report summarizes the first two phases of the project, which incorporate a review of available literature on emergency and disaster management planning, a review of the state of the practice among transit agencies in Texas, an examination of the legal and institutional issues that affect emergency planning and response, and a summary of possible transit roles with jurisdictional emergency management plans



<http://ntl.bts.gov/lib/10000/10400/10490/1834-2.pdf>

Washington State Public Transportation Emergency Response



Mutual Aid Agreement

<http://www3.cutr.usf.edu/bussafety/documents/wdot-mutual.doc>





1. Are you a service connected veteran?

		Response Percent	Response Count
Yes		90.6%	163
No		9.4%	17
answered question			180
skipped question			0



2. Are you currently a Metro Transit rider?

		Response Percent	Response Count
Yes		31.3%	50
No		68.8%	110
answered question			160
skipped question			20



3. If so, how many times a week do you ride?

		Response Percent	Response Count
1-2		41.2%	21
2-5		33.3%	17
5-10		11.8%	6
10 or more		13.7%	7
answered question			51
skipped question			129



4. Metro Transit and Dane County Veterans Service are considering a free or reduced pass program. Would you use transit more frequently if this pass was available?

		Response Percent	Response Count
Yes		96.1%	49
No		3.9%	2
answered question			51
skipped question			129

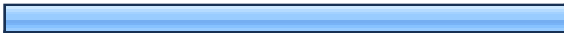

5. Despite not being a current rider, would this potential pass program make you interested in riding Metro Transit service?

		Response Percent	Response Count
Yes		73.6%	81
No		26.4%	29
answered question			110
skipped question			70





6. Do you live near a Metro Transit route?

		Response Percent	Response Count
Yes		75.0%	99
No		25.0%	33
answered question			132
skipped question			48

7. In addition to medical appointments, would you expect to use Metro service and this place to reach other destinations such as your place of employment?

		Response Percent	Response Count
Yes		84.1%	111
No		15.9%	21
answered question			132
skipped question			48

8. If this pass was available, how many times a week would you expect to ride?

		Response Percent	Response Count
1-2		34.1%	45
2-5		31.8%	42
5-10		24.2%	32
More than 10		9.8%	13
answered question			132
skipped question			48

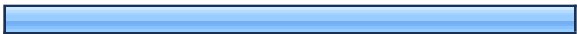


9. What times of the day would you expect to ride?

		Response Percent	Response Count
5:30 AM - 7:30 AM		29.8%	39
7:30 AM - 9:30 AM		49.6%	65
9:30 AM - 11:30 AM		35.9%	47
11:30 AM - 1:30 PM		28.2%	37
1:30 PM - 3:30 PM		28.2%	37
3:30 PM - 5:30 PM		51.1%	67
5:30 PM - 7:30 PM		33.6%	44
7:30 PM - 9:30 PM		16.0%	21
After 9:30 PM		14.5%	19
		answered question	131
		skipped question	49

10. Would you expect to ride on weekends or holidays?

		Response Percent	Response Count
Yes		61.1%	80
No		38.9%	51
		answered question	131
		skipped question	49

11. What type of service do you use now when traveling to appointments or places of employment?

		Response Percent	Response Count
Personal car		85.7%	108
Taxi		12.7%	16
Van Service		7.9%	10
	Other (please specify)		20
answered question			126
skipped question			54

12. Do you have any comments or thoughts you'd like to share regarding this potential program?

	Response Count
	88
answered question	88
skipped question	92

Page 12, Q11. What type of service do you use now when traveling to appointments or places of employment?

1	bike	Mar 5, 2012 9:55 PM
2	my sister car	Mar 5, 2012 1:04 PM
3	Friends	Mar 3, 2012 7:48 PM
4	Bus, walk	Mar 3, 2012 6:21 PM
5	relatives	Mar 2, 2012 9:44 AM
6	Rides from friends	Mar 1, 2012 12:02 PM
7	husband	Feb 29, 2012 11:29 AM
8	bus	Feb 29, 2012 9:46 AM
9	but wife drives me	Feb 29, 2012 8:09 AM
10	Bike or walk	Feb 28, 2012 7:26 PM
11	BIKE	Feb 28, 2012 6:29 PM
12	friend	Feb 28, 2012 5:02 PM
13	walk or ride bus	Feb 28, 2012 4:45 PM
14	walk	Feb 28, 2012 4:13 PM
15	get rides	Feb 28, 2012 4:09 PM
16	walk	Feb 28, 2012 4:08 PM
17	Metro	Feb 28, 2012 4:06 PM
18	metro	Feb 28, 2012 3:51 PM
19	car pool with friends and family	Feb 28, 2012 3:43 PM
20	friends	Feb 28, 2012 3:17 PM

Page 13, Q12. Do you have any comments or thoughts you'd like to share regarding this potential program?

1	There are many veterans in the HUD/VASH and Prochlight programs, who rely on Metro buses for transportation. Looking for work, going to their jobs, shopping for groceries - they use the buses. Some of them have service-related disabilities (SRDs) - some of them don't. If vets with SRDs had free passes to ride Metro buses, HUD/VASH and Porchlight could then distribute the few bus passes they have among the vets without SRDs.	Mar 10, 2012 5:40 AM
2	Think this is a good idea for our disabled veterans.	Mar 8, 2012 5:48 AM
3	Just because I don't need the service, doesn't mean others do not want it.	Mar 7, 2012 11:34 AM
4	Thank you for cosidering this program it means alot to the Veterans that do not have POV to drive.	Mar 7, 2012 8:52 AM
5	thank you for considering this option, to allow veterans free (or discounted?) access to the metro	Mar 6, 2012 9:26 AM
6	I think that this seems like an amazing and patriotic idea. even if i didnt use it it would be worthwile for those who did	Mar 5, 2012 9:57 PM
7	this program would be a great help since ive been unemployed 10-2011, i feel that this would benifit veterans in a lot of ways this tax money would be well spent.better than having a bridge being built going nowhere	Mar 5, 2012 1:12 PM
8	i think this is a good idea	Mar 5, 2012 10:13 AM
9	This should be for all disabled veterans especially.	Mar 4, 2012 2:51 PM
10	Veteran with disability has lots of app ointments and needs the bus fare beak	Mar 3, 2012 9:11 AM
11	paratransit monona area	Mar 2, 2012 5:56 PM
12	It would be good for veterans that don't have their own transportation and need to get to the VA hospital or clinic on a regular basis or any other regular appointments.	Mar 2, 2012 4:04 PM
13	great ida for disabled(by armed service duty) veterans	Mar 2, 2012 6:57 AM
14	I don't live in Madison at this time but intend to after I retire. I will then need to at that time.	Mar 2, 2012 6:16 AM
15	veterans should have as many perks as possible. we hear a lot about honoring the vets, and most get pushed under the rug.	Mar 2, 2012 4:50 AM
16	Thanks for considering the program. It is much appreciated!	Mar 2, 2012 2:39 AM
17	This would be a wonderful service for many. I would use it to get from the east side of Madison to the square and back again. I currently live in Sun Prairie.	Mar 1, 2012 9:14 PM
18	Seems like it would be hard to monitor.	Mar 1, 2012 7:51 PM
19	Yes, Its the least we can do for our veterans!	Mar 1, 2012 7:20 PM
20	I believe this would be a great thing for making Drs. appointments	Mar 1, 2012 2:34 PM

Page 13, Q12. Do you have any comments or thoughts you'd like to share regarding this potential program?

21	Please consider this program to assist myself and other veterans.	Mar 1, 2012 12:53 PM
22	In addition to being helpful to many vets in need. It is also a nice benefit to receive from one's community in respect to their military service & sacrifice.	Mar 1, 2012 12:03 PM
23	Just because a veteran has a disability does not mean that we/they 'need' free bus fare. If there is a financial hardship, then I would see a possible point.	Feb 29, 2012 8:08 PM
24	This would be great to have as an option	Feb 29, 2012 6:33 PM
25	I think a program to provide service-related, disabled veterans metro discounts is worth looking into. Perhaps a means test should be applied.	Feb 29, 2012 5:37 PM
26	This would save me a lot of money for gas now	Feb 29, 2012 4:01 PM
27	live in Cottage Grove	Feb 29, 2012 3:49 PM
28	Will we be given any information on where to get on the bus to reach our destination?	Feb 29, 2012 2:06 PM
29	this program would be extremely great, specially when i have my days that i dont feel like dealing with people in the street while im driving or parking even with a handicap sticker some times it is difficult to find parking.	Feb 29, 2012 11:30 AM
30	Thanks for this great opportunity on be half the Wisconsin Veterans we appreciate your help and consideration towards us	Feb 29, 2012 10:42 AM
31	I'm not disabled, thank God, but I'm glad to see Metro Transit cares!!!!	Feb 29, 2012 10:41 AM
32	Please approve this program	Feb 29, 2012 10:29 AM
33	I know that right now I wouldn't use this program too much, but I think it is fantastic to have available to many veterans who aren't as young and physically able as I am. If I wouldn't have had a personal vehicle during my undergrad at UW-Madison it would have made it difficult for me to get to class many days although I did get quite a few tickets for the lack of disabled parking spaces downtown.	Feb 29, 2012 10:01 AM
34	Although my current transportation needs are not great, they will increase as I age. Many other Vets can use this now. Thank you	Feb 29, 2012 9:57 AM
35	A great idea for veterans that may have few choices for transportation.	Feb 29, 2012 9:20 AM
36	no	Feb 29, 2012 9:03 AM
37	I think this would be a great idea	Feb 29, 2012 7:54 AM
38	I think this would be a fantastic benefit for our service connected veterans. It is a small sacrifice for everything they have and do for our nation.	Feb 29, 2012 7:15 AM
39	I live in a northern Dane county community and for me to use this I would need to commute to the north side of Madison, park somewhere and then catch a bus to the campus where I work. I'm uncertain if there is a park and ride site on the north side of Madison.	Feb 29, 2012 7:15 AM

Page 13, Q12. Do you have any comments or thoughts you'd like to share regarding this potential program?

40	This would be an excellent way to help the veterans out. That would be the least they can do for the veterans that served there country.	Feb 29, 2012 6:55 AM
41	i live in the country. the bus service is not available	Feb 29, 2012 6:45 AM
42	Thank you for even considering providing this type of service.	Feb 29, 2012 6:22 AM
43	Great idea. Would really help cut the costs with gas rising and help with any congestion in the parking areas.	Feb 29, 2012 6:20 AM
44	I think it would be great to offer free rides for veterans that truly need the transportation. However, it should only be offered to individuals with an extreme service connected disability.	Feb 29, 2012 5:59 AM
45	Great service to offer. Let's get it passed!	Feb 29, 2012 5:38 AM
46	thank you for taking this request seriously	Feb 28, 2012 10:45 PM
47	Park and Ride would be a great advantage for me! I live in Cottage Grove.	Feb 28, 2012 10:11 PM
48	Hope it works out.	Feb 28, 2012 9:47 PM
49	Gppd odea	Feb 28, 2012 8:47 PM
50	With gas going up this would really help those of us with fixed/low incomes.	Feb 28, 2012 8:34 PM
51	It is great for those within the Madison area, but not for those in the surrounding area cities that the metro busses do not reach.	Feb 28, 2012 8:23 PM
52	I am a Vietnam era veteran and believe veterans fwith disabilities should get free bus rides.	Feb 28, 2012 6:53 PM
53	I think this would be a great service to give back to disabled veterans.	Feb 28, 2012 6:33 PM
54	I'm a un-employed and homeless veteran with a 1988 Chevy van which gets about 8-9 miles to a gallon. I'm due to start work again part-time after 2 years of un-employment. Bus passes are incredible to obtain from non-profits so if this proposed Veterans bus pass is approved, it would beof immense help in assuring I can get to work.	Feb 28, 2012 6:13 PM
55	How would this be funded? It won't be coming from the student's will it? It needs to be funded by the city.	Feb 28, 2012 6:06 PM
56	Great program but veteran is 95 and living in assisted living	Feb 28, 2012 5:24 PM
57	Thank you for servicing our Veterans	Feb 28, 2012 5:08 PM
58	It would be a great for those who could ride the metro transit.	Feb 28, 2012 5:04 PM
59	I think this would be a wonderful thing for the veterans that can't drive, and a way for veterans that can drive a way to save money.	Feb 28, 2012 4:47 PM
60	I think a Veteran bus pass is well needed in Madison. SUPPORT OUR VETERANS!!!	Feb 28, 2012 4:39 PM

Page 13, Q12. Do you have any comments or thoughts you'd like to share regarding this potential program?

61	sounds good to me	Feb 28, 2012 4:37 PM
62	handicap and bike carrying is good service also. thanks	Feb 28, 2012 4:18 PM
63	This is a benefit, but not a necessity. In any case, thank you.	Feb 28, 2012 4:14 PM
64	Thanks	Feb 28, 2012 4:09 PM
65	This would be a terrific idea. I was a Metro driver so have a pass but I think this benefit should be given to veterans.	Feb 28, 2012 4:09 PM
66	Sounds like a great idea!	Feb 28, 2012 4:06 PM
67	I think this would be a nice service for Veterans in Madison.	Feb 28, 2012 4:04 PM
68	Great idea. Would use if my transportation situation changed.	Feb 28, 2012 4:02 PM
69	I think it would be wonderful for the veterans to be eligible for this service. I use an electric scooter, thus would not benefit this service.	Feb 28, 2012 3:58 PM
70	I'm retired, would have liked it when I worked. I rode the metro for 23 years when I worked down-town. Now my wife drives me to most appt/etc.	Feb 28, 2012 3:53 PM
71	This program would help me very much because I am a full time student living off my gi bill. The additional travel expense will help offset my cost of living for transportation and traveling.	Feb 28, 2012 3:47 PM
72	I support it for those that use the metro system, and I believe it should be free for the people that provide/protect your/our freedom!	Feb 28, 2012 3:43 PM
73	I no longer live in the Madison area. I believe that the program sounds like a very good cause and has potential for a marketing campaign (cost subsidy). When I lived in Madison, I rode the bus on campus. Outside of driving, the bus is the best means to get to the V.A. I support the proposed pass as it would be a welcome tool to help wounded veterans. Thank you for your consideration.	Feb 28, 2012 3:39 PM
74	Great idea to help our vets.	Feb 28, 2012 3:36 PM
75	I am on a fixed income so transportation is an important consideration.	Feb 28, 2012 3:35 PM
76	I don't live in Madison.	Feb 28, 2012 3:31 PM
77	I think this would be a terrific program for the brave men and women who have answered our nation's call in time of need.	Feb 28, 2012 3:27 PM
78	I live too far away, but it's a good idea	Feb 28, 2012 3:27 PM
79	This would be a great service for Veterans.	Feb 28, 2012 3:24 PM
80	love it	Feb 28, 2012 3:15 PM
81	I recently moved from Madison to Sun Prairie. I do not know if Madison Metro travels to Sun Prairie. If they did I might be interested especially with gas prices the way they are.	Feb 28, 2012 3:11 PM

Page 13, Q12. Do you have any comments or thoughts you'd like to share regarding this potential program?

82	I am for it but would not use it as I already have to drive into Madison from Mazomanie.	Feb 28, 2012 3:10 PM
83	Please help us veterans	Feb 28, 2012 3:10 PM
84	Although this particular proposal would not affect me, I can certainly see the benefit to some of the more severely disabled veterans. What a terrifice way for the transit system to recognize the service and sacrifice of those veterans who would use this benefit. Thank you for considering this proposal and I truly hope it moves forward.	Feb 28, 2012 3:10 PM
85	Would be good for those who live in Madison. I live out in the country.	Feb 28, 2012 3:08 PM
86	(Filled out survey for Tom Gavney by Dale Gavney). Tom does not have a computer.	Feb 28, 2012 3:07 PM
87	I can take care of myself, thank you	Feb 9, 2012 10:22 PM
88	I'm always caution about to many programs being offered free and then abused so badly by a few.	Feb 7, 2012 7:25 PM

1. Are you a service connected veteran?		
	Are you currently a Metro Transit rider?	
	Yes	Response Totals
Yes	100.0% (50)	100.0% (50)
No	0.0% (0)	0.0% (0)
answered question	50	50
	skipped question	0

2. Are you currently a Metro Transit rider?		
	Are you currently a Metro Transit rider?	
	Yes	Response Totals
Yes	100.0% (50)	100.0% (50)
No	0.0% (0)	0.0% (0)
answered question	50	50
	skipped question	0

3. If so, how many times a week do you ride?

	Are you currently a Metro Transit rider?	
	Yes	Response Totals
1-2	40.0% (20)	40.0% (20)
2-5	34.0% (17)	34.0% (17)
5-10	12.0% (6)	12.0% (6)
10 or more	14.0% (7)	14.0% (7)
answered question	50	50
	skipped question	0

4. Metro Transit and Dane County Veterans Service are considering a free or reduced pass program. Would you use transit more frequently if this pass was available?

	Are you currently a Metro Transit rider?	
	Yes	Response Totals
Yes	96.0% (48)	96.0% (48)
No	4.0% (2)	4.0% (2)
answered question	50	50
	skipped question	0

5. Despite not being a current rider, would this potential pass program make you interested in riding Metro Transit service?

	Are you currently a Metro Transit rider?	
	Yes	Response Totals
Yes	0.0% (0)	0.0% (0)
No	0.0% (0)	0.0% (0)
answered question	0	0
	skipped question	50

6. Do you live near a Metro Transit route?

	Are you currently a Metro Transit rider?	
	Yes	Response Totals
Yes	92.0% (46)	92.0% (46)
No	8.0% (4)	8.0% (4)
answered question	50	50
	skipped question	0

7. In addition to medical appointments, would you expect to use Metro service and this place to reach other destinations such as your place of employment?

	Are you currently a Metro Transit rider?	
	Yes	Response Totals
Yes	96.0% (48)	96.0% (48)
No	4.0% (2)	4.0% (2)
answered question	50	50
	skipped question	0

8. If this pass was available, how many times a week would you expect to ride?

	Are you currently a Metro Transit rider?	
	Yes	Response Totals
1-2	4.0% (2)	4.0% (2)
2-5	30.0% (15)	30.0% (15)
5-10	46.0% (23)	46.0% (23)
More than 10	20.0% (10)	20.0% (10)
answered question	50	50
	skipped question	0

9. What times of the day would you expect to ride?

	Are you currently a Metro Transit rider?	
	Yes	Response Totals
5:30 AM - 7:30 AM	34.0% (17)	34.0% (17)
7:30 AM - 9:30 AM	64.0% (32)	64.0% (32)
9:30 AM - 11:30 AM	46.0% (23)	46.0% (23)
11:30 AM - 1:30 PM	34.0% (17)	34.0% (17)
1:30 PM - 3:30 PM	22.0% (11)	22.0% (11)
3:30 PM - 5:30 PM	62.0% (31)	62.0% (31)
5:30 PM - 7:30 PM	46.0% (23)	46.0% (23)
7:30 PM - 9:30 PM	26.0% (13)	26.0% (13)
After 9:30 PM	20.0% (10)	20.0% (10)
answered question	50	50
	skipped question	0

10. Would you expect to ride on weekends or holidays?

	Are you currently a Metro Transit rider?	
	Yes	Response Totals
Yes	76.0% (38)	76.0% (38)
No	24.0% (12)	24.0% (12)
answered question	50	50
	skipped question	0

11. What type of service do you use now when traveling to appointments or places of employment?

	Are you currently a Metro Transit rider?	
	Yes	Response Totals
Personal car	73.5% (36)	73.5% (36)
Taxi	26.5% (13)	26.5% (13)
Van Service	8.2% (4)	8.2% (4)
Other (please specify)	14 replies	14
answered question	49	49
	skipped question	1

12. Do you have any comments or thoughts you'd like to share regarding this potential program?

	Are you currently a Metro Transit rider?	
	Yes	Response Count
	23 replies	23
answered question	23	23
	skipped question	27

	Yes	Other (please specify)	
1	X	friends	Feb 28, 2012 3:17 PM
2	X	car pool with friends and family	Feb 28, 2012 3:43 PM
3	X	metro	Feb 28, 2012 3:51 PM
4	X	Metro	Feb 28, 2012 4:06 PM
5	X	walk	Feb 28, 2012 4:08 PM
6	X	get rides	Feb 28, 2012 4:09 PM
7	X	walk	Feb 28, 2012 4:13 PM
8	X	walk or ride bus	Feb 28, 2012 4:45 PM
9	X	BIKE	Feb 28, 2012 6:29 PM
10	X	Bike or walk	Feb 28, 2012 7:26 PM
11	X	bus	Feb 29, 2012 9:46 AM
12	X	Rides from friends	Mar 1, 2012 12:02 PM
13	X	Bus, walk	Mar 3, 2012 6:21 PM
14	X	my sister car	Mar 5, 2012 1:04 PM

	Yes	Response Text	
1	X	Please help us veterans	Feb 28, 2012 3:10 PM
2	X	This program would help me very much because I am a full time student living off my gi bill. The additional travel expense will help offset my cost of living for transportation and traveling.	Feb 28, 2012 3:47 PM
3	X	I think this would be a nice service for Veterans in Madison.	Feb 28, 2012 4:04 PM
4	X	Sounds like a great idea!	Feb 28, 2012 4:06 PM
5	X	This would be a terrific idea. I was a Metro driver so have a pass but I think this benefit should be given to veterans.	Feb 28, 2012 4:09 PM

	Yes	Response Text	
6	X	Thanks	Feb 28, 2012 4:09 PM
7	X	This is a benefit, but not a necessity. In any case, thank you.	Feb 28, 2012 4:14 PM
8	X	handicap and bike carrying is good service also. thanks	Feb 28, 2012 4:18 PM
9	X	I think a Veteran bus pass is well needed in Madison. SUPPORT OUR VETERANS!!!	Feb 28, 2012 4:39 PM
10	X	Thank you for servicing our Veterans	Feb 28, 2012 5:08 PM
11	X	How would this be funded? It won't be coming from the student's will it? It needs to be funded by the city.	Feb 28, 2012 6:06 PM
12	X	thank you for taking this request seriously	Feb 28, 2012 10:45 PM
13	X	Great idea. Would really help cut the costs with gas rising and help with any congestion in the parking areas.	Feb 29, 2012 6:20 AM
14	X	I think this would be a great idea	Feb 29, 2012 7:54 AM
15	X	I know that right now I wouldn't use this program too much, but I think it is fantastic to have available to many veterans who aren't as young and physically able as I am. If I wouldn't have had a personal vehicle during my undergrad at UW-Madison it would have made it difficult for me to get to class many days although I did get quite a few tickets for the lack of disabled parking spaces downtown.	Feb 29, 2012 10:01 AM
16	X	Thanks for this great opportunity on be half the Wisconsin Veterans we appreciate your help and consideration towards us	Feb 29, 2012 10:42 AM
17	X	In addition to being helpful to many vets in need. It is also a nice benefit to receive from one's community in respect to their military service & sacrifice.	Mar 1, 2012 12:03 PM
18	X	Please consider this program to assist myself and other veterans.	Mar 1, 2012 12:53 PM
19	X	Thanks for considering the program. It is much appreciated!	Mar 2, 2012 2:39 AM
20	X	veterans should have as many perks as possible. we hear a lot about honoring the vets, and most get pushed under the rug.	Mar 2, 2012 4:50 AM
21	X	i think this is a good idea	Mar 5, 2012 10:13 AM
22	X	this program would be a great help since ive been unemployed 10-2011, i feel that this would benifit veterans in a lot of ways this tax money would be well spent.better than having a bridge being built going nowhere	Mar 5, 2012 1:12 PM
23	X	thank you for considering this option, to allow veterans free (or discounted?) access to the metro	Mar 6, 2012 9:26 AM

1. Are you a service connected veteran?		
	Are you currently a Metro Transit rider?	
	No	Response Totals
Yes	100.0% (110)	100.0% (110)
No	0.0% (0)	0.0% (0)
answered question	110	110
	skipped question	0

2. Are you currently a Metro Transit rider?		
	Are you currently a Metro Transit rider?	
	No	Response Totals
Yes	0.0% (0)	0.0% (0)
No	100.0% (110)	100.0% (110)
answered question	110	110
	skipped question	0

3. If so, how many times a week do you ride?

	Are you currently a Metro Transit rider?	
	No	Response Totals
1-2	100.0% (1)	100.0% (1)
2-5	0.0% (0)	0.0% (0)
5-10	0.0% (0)	0.0% (0)
10 or more	0.0% (0)	0.0% (0)
answered question	1	1
	skipped question	109

4. Metro Transit and Dane County Veterans Service are considering a free or reduced pass program. Would you use transit more frequently if this pass was available?

	Are you currently a Metro Transit rider?	
	No	Response Totals
Yes	100.0% (1)	100.0% (1)
No	0.0% (0)	0.0% (0)
answered question	1	1
	skipped question	109

5. Despite not being a current rider, would this potential pass program make you interested in riding Metro Transit service?

	Are you currently a Metro Transit rider?	
	No	Response Totals
Yes	73.6% (81)	73.6% (81)
No	26.4% (29)	26.4% (29)
answered question	110	110
	skipped question	0

6. Do you live near a Metro Transit route?

	Are you currently a Metro Transit rider?	
	No	Response Totals
Yes	64.6% (53)	64.6% (53)
No	35.4% (29)	35.4% (29)
answered question	82	82
	skipped question	28

7. In addition to medical appointments, would you expect to use Metro service and this place to reach other destinations such as your place of employment?

	Are you currently a Metro Transit rider?	
	No	Response Totals
Yes	76.8% (63)	76.8% (63)
No	23.2% (19)	23.2% (19)
answered question	82	82
	skipped question	28

8. If this pass was available, how many times a week would you expect to ride?

	Are you currently a Metro Transit rider?	
	No	Response Totals
1-2	52.4% (43)	52.4% (43)
2-5	32.9% (27)	32.9% (27)
5-10	11.0% (9)	11.0% (9)
More than 10	3.7% (3)	3.7% (3)
answered question	82	82
	skipped question	28

9. What times of the day would you expect to ride?

	Are you currently a Metro Transit rider?	
	No	Response Totals
5:30 AM - 7:30 AM	27.2% (22)	27.2% (22)
7:30 AM - 9:30 AM	40.7% (33)	40.7% (33)
9:30 AM - 11:30 AM	29.6% (24)	29.6% (24)
11:30 AM - 1:30 PM	24.7% (20)	24.7% (20)
1:30 PM - 3:30 PM	32.1% (26)	32.1% (26)
3:30 PM - 5:30 PM	44.4% (36)	44.4% (36)
5:30 PM - 7:30 PM	25.9% (21)	25.9% (21)
7:30 PM - 9:30 PM	9.9% (8)	9.9% (8)
After 9:30 PM	11.1% (9)	11.1% (9)
answered question	81	81
	skipped question	29

10. Would you expect to ride on weekends or holidays?

	Are you currently a Metro Transit rider?	
	No	Response Totals
Yes	51.9% (42)	51.9% (42)
No	48.1% (39)	48.1% (39)
answered question	81	81
	skipped question	29

11. What type of service do you use now when traveling to appointments or places of employment?

	Are you currently a Metro Transit rider?	
	No	Response Totals
Personal car	93.5% (72)	93.5% (72)
Taxi	3.9% (3)	3.9% (3)
Van Service	7.8% (6)	7.8% (6)
Other (please specify)	6 replies	6
answered question	77	77
	skipped question	33

12. Do you have any comments or thoughts you'd like to share regarding this potential program?

		Are you currently a Metro Transit rider?	
		No	Response Count
		53 replies	53
answered question		53	53
		skipped question	57

	No	Other (please specify)	
1	X	friend	Feb 28, 2012 5:02 PM
2	X	but wife drives me	Feb 29, 2012 8:09 AM
3	X	husband	Feb 29, 2012 11:29 AM
4	X	relatives	Mar 2, 2012 9:44 AM
5	X	Friends	Mar 3, 2012 7:48 PM
6	X	bike	Mar 5, 2012 9:55 PM

	No	Response Text	
1	X	I'm always caution about to many programs being offered free and then abused so badly by a few.	Feb 7, 2012 7:25 PM
2	X	I can take care of myself, thank you	Feb 9, 2012 10:22 PM
3	X	(Filled out survey for Tom Gavney by Dale Gavney). Tom does not have a computer.	Feb 28, 2012 3:07 PM
4	X	Would be good for those who live in Madison. I live out in the country.	Feb 28, 2012 3:08 PM
5	X	Although this particular proposal would not affect me, I can certainly see the benefit to some of the more severely disabled veterans. What a terrifice way for the transit system to recognize the service and sacrifice of those veterans who would use this benefit. Thank you for considering this proposal and I truly hope it moves forward.	Feb 28, 2012 3:10 PM
6	X	I am for it but would not use it as I already have to drive into Madison from Mazomanie.	Feb 28, 2012 3:10 PM
7	X	I recently moved from Madison to Sun Prairie. I do not know if Madison Metro travels to Sun Prairie. If they did I might be interested especially with gas prices the way they are.	Feb 28, 2012 3:11 PM
8	X	This would be a great service for Veterans.	Feb 28, 2012 3:24 PM

	No	Response Text	
9	X	I live too far away, but it's a good idea	Feb 28, 2012 3:27 PM
10	X	I don't live in Madison.	Feb 28, 2012 3:31 PM
11	X	I am on a fixed income so transportation is an important consideration.	Feb 28, 2012 3:35 PM
12	X	Great idea to help our vets.	Feb 28, 2012 3:36 PM
13	X	I no longer live in the Madison area. I believe that the program sounds like a very good cause and has potential for a marketing campaign (cost subsidy). When I lived in Madison, I rode the bus on campus. Outside of driving, the bus is the best means to get to the V.A. I support the proposed pass as it would be a welcome tool to help wounded veterans. Thank you for your consideration.	Feb 28, 2012 3:39 PM
14	X	I support it for those that use the metro system, and I believe it should be free for the people that provide/protect your/our freedom!	Feb 28, 2012 3:43 PM
15	X	I'm retired, would have liked it when I worked. I rode the metro for 23 years when I worked down-town. Now my wife drives me to most appt/etc.	Feb 28, 2012 3:53 PM
16	X	I think it would be wonderful for the veterans to be eligible for this service. I use an electric scooter, thus would not benefit this service.	Feb 28, 2012 3:58 PM
17	X	Great idea. Would use if my transportation situation changed.	Feb 28, 2012 4:02 PM
18	X	I think this would be a wonderful thing for the veterans that can't drive, and a way for veterans that can drive a way to save money.	Feb 28, 2012 4:47 PM
19	X	It would be a great for those who could ride the metro transit.	Feb 28, 2012 5:04 PM
20	X	Great program but veteran is 95 and living in assisted living	Feb 28, 2012 5:24 PM
21	X	I'm a un-employed and homeless veteran with a 1988 Chevy van which gets about 8-9 miles to a gallon. I'm due to start work again part-time after 2 years of un-employment. Bus passes are incredible to obtain from non-profits so if this proposed Veterans bus pass is approved, it would beof immense help in assuring I can get to work.	Feb 28, 2012 6:13 PM
22	X	I think this would be a great service to give back to disabled veterans.	Feb 28, 2012 6:33 PM
23	X	It is great for those within the Madison area, but not for those in the surrounding area cities that the metro busses do not reach.	Feb 28, 2012 8:23 PM
24	X	With gas going up this would really help those of us with fixed/low incomes.	Feb 28, 2012 8:34 PM
25	X	Hope it works out.	Feb 28, 2012 9:47 PM
26	X	Park and Ride would be a great advantage for me' I live in Cottage Grove.	Feb 28, 2012 10:11 PM
27	X	Great service to offer. Let's get it passed!	Feb 29, 2012 5:38 AM
28	X	I think it would be great to offer free rides for veterans that truly need the transportation. However, it should only be offered to individuals with an extreme service connected disability.	Feb 29, 2012 5:59 AM
29	X	Thank you for even considering providing this type of service.	Feb 29, 2012 6:22 AM
30	X	i live in the country. the bus service is not available	Feb 29, 2012 6:45 AM
31	X	This would be an excellent way to help the veterans out. That would be the least they can do for the veterans that served there country.	Feb 29, 2012 6:55 AM
32	X	I live in a northern Dane county community and for me to use this I would need to commute to the north side of Madison, park somewhere and then catch a bus to the campus where I work. I'm uncertain if there is a park and ride site on the north side of Madison.	Feb 29, 2012 7:15 AM

	No	Response Text	
33	X	I think this would be a fantastic benefit for our service connected veterans. It is a small sacrifice for everything they have and do for our nation.	Feb 29, 2012 7:15 AM
34	X	no	Feb 29, 2012 9:03 AM
35	X	A great idea for veterans that may have few choices for transportation.	Feb 29, 2012 9:20 AM
36	X	Although my current transportation needs are not great, they will increase as I age. Many other Vets can use this now. Thank you	Feb 29, 2012 9:57 AM
37	X	this program would be extremely great, specially when i have my days that i dont feel like dealing with people in the street while im driving or parking even with a handicap sticker some times it is difficult to find parking.	Feb 29, 2012 11:30 AM
38	X	Will we be given any information on where to get on the bus to reach our destination?	Feb 29, 2012 2:06 PM
39	X	live in Cottage Grove	Feb 29, 2012 3:49 PM
40	X	This would save me a lot of money for gas now	Feb 29, 2012 4:01 PM
41	X	This would be great to have as an option	Feb 29, 2012 6:33 PM
42	X	I believe this would be a great thing for making Drs. appointments	Mar 1, 2012 2:34 PM
43	X	Seems like it would be hard to monitor.	Mar 1, 2012 7:51 PM
44	X	This would be a wonderful service for many. I would use it to get from the east side of Madison to the square and back again. I currently live in Sun Prairie.	Mar 1, 2012 9:14 PM
45	X	I don't live in Madison at this time but intend to after I retire. I will then need to at that time.	Mar 2, 2012 6:16 AM
46	X	great ida for disabled(by armed service duty) veterans	Mar 2, 2012 6:57 AM
47	X	It would be good for veterans that don't have their own transportation and need to get to the VA hospital or clinic on a regular basis or any other regular appointments.	Mar 2, 2012 4:04 PM
48	X	paratransit monona area	Mar 2, 2012 5:56 PM
49	X	This should be for all disabled veterans especially.	Mar 4, 2012 2:51 PM
50	X	I think that this seems like an amazing and patriotic idea. even if i didnt use it it would be worthwile for those who did	Mar 5, 2012 9:57 PM
51	X	Thank you for cosidering this program it means alot to the Veterans that do not have POV to drive.	Mar 7, 2012 8:52 AM
52	X	Just because I don't need the service, doesn't mean others do not want it.	Mar 7, 2012 11:34 AM
53	X	Think this is a good idea for our disabled veterans.	Mar 8, 2012 5:48 AM