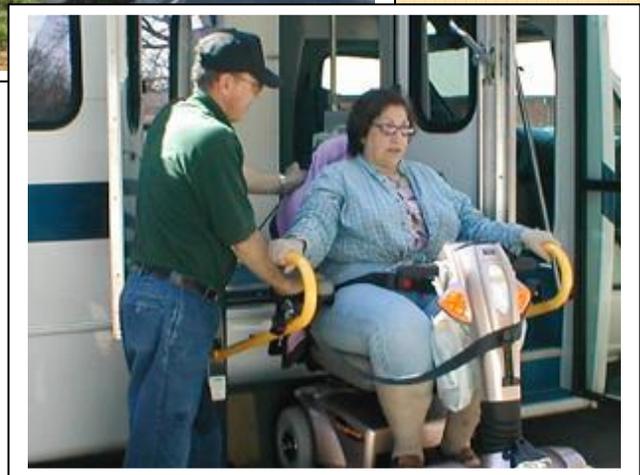


Berrien County Transit Study



May 2009



**Southwest Michigan
Planning Commission**

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EXECUTIVE SUMMARY

Throughout the process of this study, a comprehensive effort was made to understand the current role of transit in Berrien County. This includes several workshops, with the purpose of understanding the gaps and challenges facing users, agencies, and businesses across the county.

The resulting picture is like a collage, each activity resulting in its own set of findings and conclusions which overlap in many ways. One thing that became very clear is that public transit service is not a “profitable” venture in the sense that fare box revenue will exceed nor meet the cost of providing service. Similarly, transit service will never compete with the private automobile in terms of travel time and convenience. Yet, transit service can play an important part in a community both in terms of a transportation option and in terms of a social service. The overview of current transit service in Berrien County is summarized here.

How well are transit needs being fulfilled in Berrien County?

- Transit is of critical importance as part of a life-sustaining network for many Berrien County residents. Most often it is focused on serving the needs of disabled older adults and low-income individuals, taking them to medical appointments, work, and shopping.
- There are four independently operated public transit systems spread throughout the county of Berrien. Three of the public transit service agencies operate in small urban areas, while the fourth covers the census-designated rural areas of the county.
- Some level of public transit service is provided in 28 of Berrien County’s 30 municipalities, townships and villages. However, many of these areas are limited in the amount and frequency of service they receive, especially in more rural areas of the county.
- Berrien County transit providers go the extra mile by picking up and taking riders just outside the service boundaries because they are aware of a critical need in an area with no formalized transit service.
- The four independently operated transit agencies have combined annual budgets totaling over \$3.5 million. Three out of the four transit agencies receive local support in the form of a millage.
- Many of the life-sustaining needs of elderly, disabled, and low-income residents in Berrien County are being met, but there are large gaps in services that need to be addressed in the future.

Can transit enhance economic growth?

Public transportation enhances economic growth in many ways. For example, it can increase the local customer base for a range of services, including shopping malls, medical facilities, and other transportation services (connection to Amtrak). Residents interested in attending community colleges

Today, public transit in Berrien County is generally not geared toward commuting to work.

or other local educational facilities may gain access to such training opportunities with transit service. Availability of public transportation may also increase the ability of human service agencies to serve individuals on public assistance and transport low-income residents to jobs, training opportunities, and other support services. Transit can

play an important role by providing local recreation-based businesses with an expanded supply of low-skilled workers from surrounding counties. In addition to assisting businesses in meeting their labor demands, transit also helps workers find jobs. While such jobs may be low-wage in nature, they serve as an important source of income to those who otherwise would likely face limited employment alternatives.

How will the need for transit change in the future?

Transit will change in several ways in the future. First of all, it's clear when looking at demographic data from the United States Census and from population projections that elderly populations will continue to increase in the county. As the overall population becomes increasingly "grayer," trend data indicate that rural populations will become disproportionately older. This is due to natural aging-in-place; to the outward migration of younger persons to large urbanized areas; and to the phenomenon of older persons moving out of large urbanized areas and back to smaller towns or the countryside upon retirement. Finally, Berrien County's area population decline is expected to continue as it has over the last several decades. From 2000 to 2008 Berrien County saw a negative 0.28 percent growth rate while the state of Michigan saw a slight increase of 0.06 percent.

What this means in terms of future transit challenges is that, as populations become increasingly elderly, specialized services and shopping will continue to leave rural areas of the county and cluster in regional centers of business. This is already occurring in Berrien County, in that regional centers of medical services and other specialized services are being developed. Consequently, people have to travel increasing distances for relatively routine care and services. This trend is placing an even greater strain on transit agencies and human service agencies who try to ensure that life-sustaining transportation needs are being met for the most likely transit-dependent persons: the low-income, the elderly, and the disabled.

Do all of the public transit systems in Berrien County work together to meet transportation needs?

Historically, goals and objectives have tended to remain separate and little attention has been given to coordination, integration, or interoperability between the systems. Currently the transit agencies tend to think in terms of serving each of their customers by concentrating on the section of the trip within their service boundaries, thereby making it the customer's responsibility to manage their own mobility and access across the four different service areas within the county.

Do all public transit services operate in the same manner?

Berrien County's transit service consists of a blend of immediate-request "dial-a-ride" services, fixed routes, and 24-hour reservation demand-response services. There are public transit services that operate within multiple cities and townships, and others that serve a single city. Berrien Bus, the rural transit operator provides service to activity centers in the county on a limited basis. All of the Berrien County public transit providers have some level of weekday service Monday through Friday. However, many of these systems operate eight to ten hours per day or fewer, ending their service day by 5:00 p.m. These hours make it difficult for most people to consider riding transit as a means of getting to their place of employment for day-shift work and impossible to use it for second - or third - shift work. Two of the systems provide limited Saturday service and none of the systems provide Sunday service.

All of the transit systems in Berrien County have a full-time administrator; however, with smaller systems the administrator wears many "hats." Three of the transit agencies broker out their management to outside agencies.

Each transit system is as unique as its drivers, its administrators, and the decision-makers (elected officials or agency directors) that are in charge of its operations. Some envision a mandate to expand operations and capture new riders, while others may not be driven in that direction. Some are embracing new technologies, while others are not. At present, two out of the four transit systems use computers as part of their daily operations, and only two systems use information technologies to streamline the reservations and dispatching process.

Unlike large urban mass transit systems providing transportation to people in more rural settings is a highly personal business. It was heard over and over again from public transportation providers that their mandate is to provide personal service to customers who are frail, disabled and over whelmed.

How does Berrien County rank with other Michigan counties in terms of its investment in transit services?

In 2007, public transit operating expenses in Berrien County totaled almost \$3.5 million. Federal dollars accounted for the greatest share of the revenue, with the rest coming from the state, the local units of government, and from system operating revenues. In terms of local support, Berrien County ranks as one of the lowest in the state with just under \$320,000 (or less than ten percent) of the total operating revenue coming from local dollars.

Who uses transit in Berrien County? Older adults, people with disabilities, and people with lower incomes in Berrien County need a variety of transportation services designed to meet their particular needs. There is an increasing demand for services from people with health, mobility and income limitations. This rising demand is putting an increased need for public transit services whose resources are already strained. People rely on public transit to access nutrition services, employment, medical care, education and other basic community services, as well as to enjoy an active life in the community.

How well do public transit services in Berrien County perform based on statewide performance indicators?

The performance of individual transit systems varies widely across the state of Michigan. Based on an analysis of MDOT performance indicators, statewide averages for key indicators are summarized below:

**Statewide Average Countywide Service
(CS)
Performance Indicators**

Cost per Passenger	\$11.07
Cost per Mile	\$2.77
Cost per Hour	\$49.09
Passenger per Vehicle Hour	4.43
Passenger per Vehicle Mile	0.25

2007 PTMS MDOT

**Statewide Average Small Urban Service
(SU)
Performance Indicators**

Cost per Passenger	\$9.49
Cost per Mile	\$3.69
Cost per Hour	\$49.56
Passenger per Vehicle Hour	5.22
Passenger per Vehicle Mile	0.39

2007 PTMS MDOT

It is important to note how individual public transit systems' performance indicators in Berrien County compare against statewide averages to identify potential measurable opportunities for improvement. The performance indicators for Berrien Bus are compared against the statewide performance indicators for Countywide Service (CS), while the Urban Service (SU) indicators are used for the other three agencies. In Table 4.5 below, the indicators in which local agencies have not achieved the statewide benchmarks are shown in red. Niles Dial A Ride is the only agency in Berrien County that meets all of the statewide indicators.

Comparison of Berrien County Transit Providers by Performance Indicator

Berrien County Agency	Berrien Bus <i>CS</i>	Twin Cities Dial A Ride <i>SU</i>	Buchanan Dial A Ride <i>SU</i>	Niles Dial A Ride <i>SU</i>
Cost per Passenger	\$9.25	\$8.17	\$12.71	\$8.48
Cost per Mile	\$2.03	\$3.04	\$3.59	\$2.91
Cost per Hour	\$44.77	\$39.24	\$42.11	\$37.26
Passenger per Vehicle Hour	4.84	4.80	3.31	4.39
Passenger per Vehicle Mile	0.22	0.37	0.28	0.34
Total Vehicles	22	23	3	7

SECTION ONE: INTRODUCTION

Berrien County is rural in nature, which is reflected by the abundance of rivers, lakes, rolling farmland, orchards and small communities. There are 30 incorporated cities, villages, and, townships and 21 unincorporated communities within the county.

The rural nature of the county, the scattered population centers, and dispersed destinations present distinct transportation issues for seniors, people with disabilities, and people with lower incomes or no vehicle. Persons who have no/limited access to or ability to use a car rely on public transit services and on human service organization-provided transportation (generally contracted out to a private provider).

Figure 1.1: Location of Berrien County, MI



Many of those trips cross transit service area boundaries, county lines, and in some cases state lines.

The county covers 1,581 square miles with an overall population density of 285 people per square mile. The Benton Harbor/St. Joseph area is the urban activity center for the county and has the highest population density per square mile. A large percentage of the county's population looks towards the Benton Harbor/St. Joseph area for employment, shopping, and medical services. Communities including Niles, Buchanan, and New Buffalo in the southern portion of the county are oriented toward urban activity centers in South Bend and Michigan City, Indiana for shopping and employment.

The identification and assessment of specific transportation needs for individuals with disabilities, seniors, and people with low incomes in Berrien County was a threefold process. First, census data was collected for the three population segments and mapped to create a transit dependent profile for the census designated rural and urban areas of Berrien County. Second, Transit Forum participants provided input on unmet transportation needs that are detailed in Section Five. Lastly, the Berrien County Transportation Coalition provided final review on the needs ultimately included in this plan.

Figure 1.2: Study Area

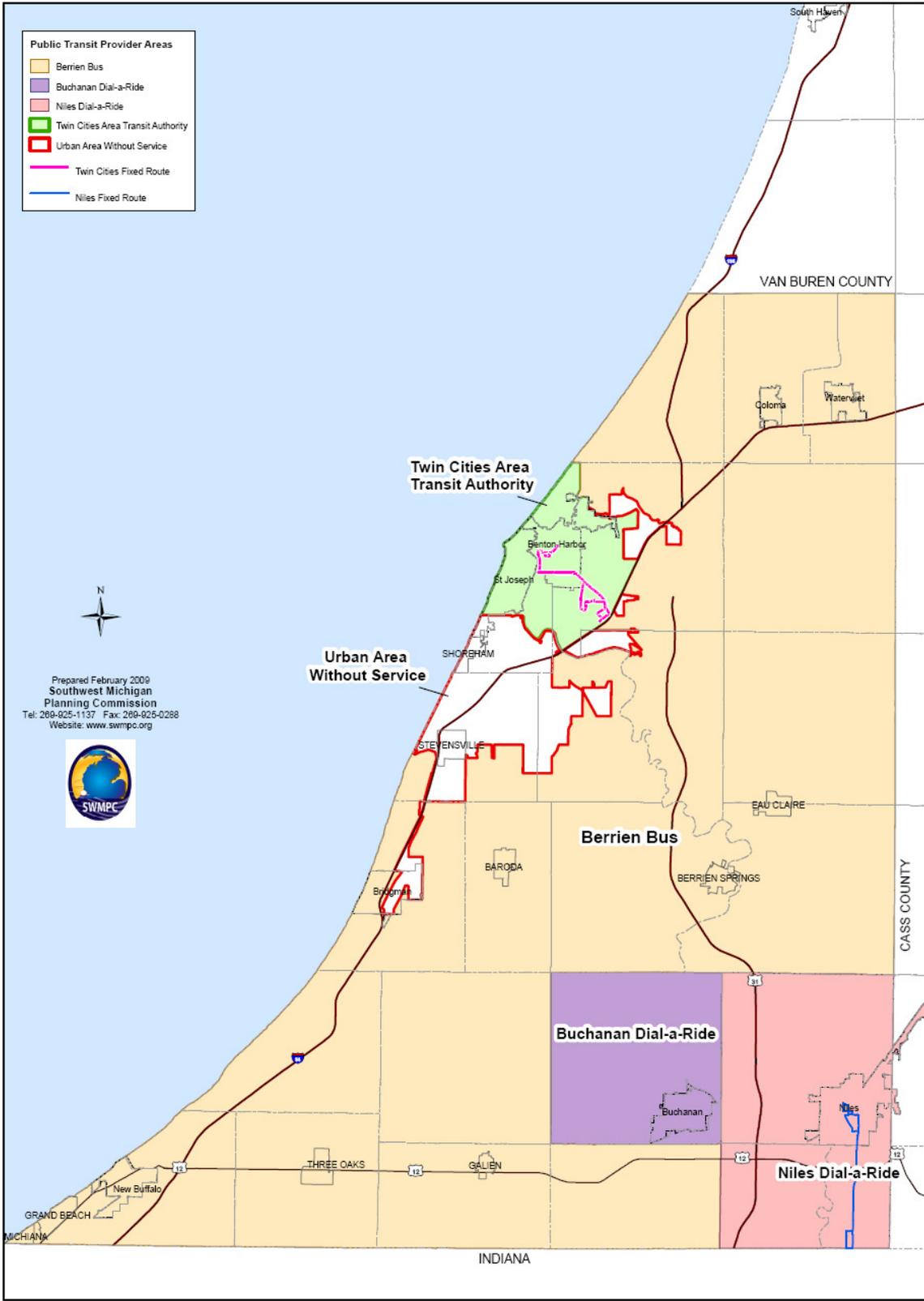


Table 1.1: Land Area and Population Density Berrien County by Local Unit of Government, 2000

Local Unit of Government	Population, 2000	Square Miles	Density
Berrien County, Michigan	162453	571.00	20304.68
Bainbridge township	3132	35.16	89.08
Baroda township	2880	17.80	161.82
Benton charter township	16404	32.57	503.64
Benton Harbor city	11182	4.39	2545.75
Berrien township	5075	35.31	143.73
Bertrand township	2380	34.54	68.91
Bridgman city	2428	2.93	829.38
Buchanan city	4681	2.40	1950.76
Buchanan township	3510	32.28	108.74
Chikaming township	3678	22.06	166.74
Coloma city	1595	0.90	1766.90
Coloma charter township	5217	18.22	286.32
Galien township	1611	22.06	73.03
Hagar township	3964	18.58	213.36
Lake charter township	3148	18.70	168.39
Lincoln charter township	13952	17.93	778.23
New Buffalo city	2200	2.42	910.43
New Buffalo township	2468	20.25	121.86
Niles city	12199	5.15	2370.27
Niles township	13325	37.69	353.55
Oronoko charter township	9843	32.54	302.52
Pipestone township	2474	35.65	69.39
Royalton township	3888	18.07	215.17
St. Joseph city	8789	3.43	2561.34
St. Joseph charter township	10042	6.66	1507.10
Sodus township	2139	19.53	109.53
Three Oaks township	2949	23.39	126.06
Watervliet city	1843	1.23	1495.92
Watervliet township	3392	13.64	248.65
Weesaw township	2065	35.53	58.12

Source: Census 2000 U.S. Gazetteer Files

Health and Transportation

Transportation affects health both directly and indirectly. Directly, transportation impacts health through traffic crashes, air pollution, limited physical activity, mental health, and inaccessible medical care and healthy foods. Indirectly, transportation impacts health by creating access, or lack of, to economic opportunity. Transportation provides access to employment centers, aiding or hindering economic development and impacting household budgets. For example, the larger the proportion of income spent on transportation, the less money families have to spend on household expenses such as healthy foods, medical and child care.

Research shows higher rates of diet-related illnesses among low-income residents (who typically have lower rates of auto ownership than higher income residents) in neighborhoods associated with “food deserts” (locations with fewer grocery outlets that carry adequate and affordable healthy food choices). Proximity to better grocery stores has shown to be associated with improved dietary health outcomes, particularly for African American residents. This suggests that increased access through proximity is a key approach that needs to be emphasized in transportation policy. These findings also suggest that transportation options are needed for low-income residents to access healthy foods.

Rising transportation costs are a factor in the rising costs of food, which impacts low-income households. Increased food costs may drive some to choose cheap, high calorie, low-nutrition foods. Ultimately, increasing access through land use solutions and improving the quality of transportation and transit networks (including by increasing access and connectivity) is key to improving access to basic needs in general – and particularly important to food access. Transportations’ division by modes and programs, rather than systematic attention to community needs, is a problem communities are experiencing today.

“At minimum we need to start providing life sustaining transportation for every resident who has no other option. In the future we need to work on providing life “enhancing transportation”

By [Dr. Kami Pothukuchi](#)
*Associate Professor of Urban Planning
College of Liberal Arts & Sciences
Wayne State University*

SECTION TWO: PLANNING PROCESS

The development of the *Berrien County Public Transit Study* involved close collaboration of public- and private-sector organizations to address the transportation needs of individuals moving from welfare to work, seniors, and individuals with disabilities.

Berrien County Transportation Forum

On December 3, 2008, the Southwest Michigan Planning Commission hosted a countywide forum to engage a variety of organizations at the local level that are aware of transportation issues in regard to people with disabilities, older adults, and people with lower incomes. The forum attracted over 60 participants, including representatives from:

- Local public transit operators
- Private transportation providers
- County Commissioners
- City and Township Officials
- Workforce development agencies
- Department of Health
- Department of Aging
- Adult day care providers
- Hospice Providers
- Volunteer programs
- Health care providers
- Disability advocacy organizations
- Consumers
- Mental health provides
- Michigan Department of Transportation
- Federal Transit Administration
- United We Ride
- Tribal Organizations

- Residential Services
- United Way
- Department of Juvenile Justice
- Child and Family Services
- Chamber of Commerce

During the three-and-a-half-hour forum, the Southwest Michigan Planning Commission presented a brief overview of public transit systems and demographics of the county. Forum participants worked through a mobility management exercise utilizing twenty four scenarios focusing on transportation disadvantaged population groups that included: low income individuals, seniors, youth, employment seekers, medical needs, veterans, homeless, students, and the disabled. Each group was given three scenarios and was charged with the task of finding transportation for each need described in the scenario. Each of the groups presented their solutions for each scenario and the entire forum was encouraged to present a solution if the group had none. This exercise revealed several things including but not limited to: a lack of understanding by participants of transportation provider services; the high costs associated with certain trips; the existence of no-service areas in the county; and the need for additional hours to meet the needs of employment trips.

Outreach Meetings

Several smaller meetings and presentations were held prior to the Berrien County Transit Forum to build support for the coordinated planning process. The meetings featured discussions on the new federal coordinated planning process and reviewed current transportation resources and demographics in the county. A total of five meetings were held with the following groups:

- Niles-Buchanan-Cass Area Transportation Study Group (NATS)
- Twin Cities Area Transportation Study (TWINCATS)
- Berrien County Human Services Coordinating Council
- Cass County Human Services Coordinating Council
- Michigan Rehabilitation Services

Personal Interviews

Personal interviews were conducted with the following stakeholders to gather information on transportation needs, services, gaps, and solutions:

- Twin City Dial A Ride
- Berrien Bus
- Niles Dial A Ride
- Buchanan Dial A Ride
- Southwest Michigan Community Action Agency
- Disability Resources
- Michigan WORKS!
- Area Agency on Aging
- Lakeland Hospital Family Services
- Lakeland Rehabilitation
- Heartland Opportunity Center
- KPEP
- Department of Human Services
- Berrien County Veterans Administration
- Lighthouse Concierge Services

Berrien County Coordinated Transportation Coalition

During the forum, participants were invited to stay involved with the planning process by joining the Berrien County Coordinated Transportation Coalition. The Coalition was formed from forum participants and others who expressed interest. Its purpose was to provide guidance with the plan development, especially with specific local/regional needs and potential projects to fill those needs. The Berrien County Coordinated Planning Coalition was established with. A coalition list is included in Appendix B.

The Berrien County Transportation Coalition met formally and provided comments throughout the planning process. The meetings focused on the coalition's input on potential strategies for meeting

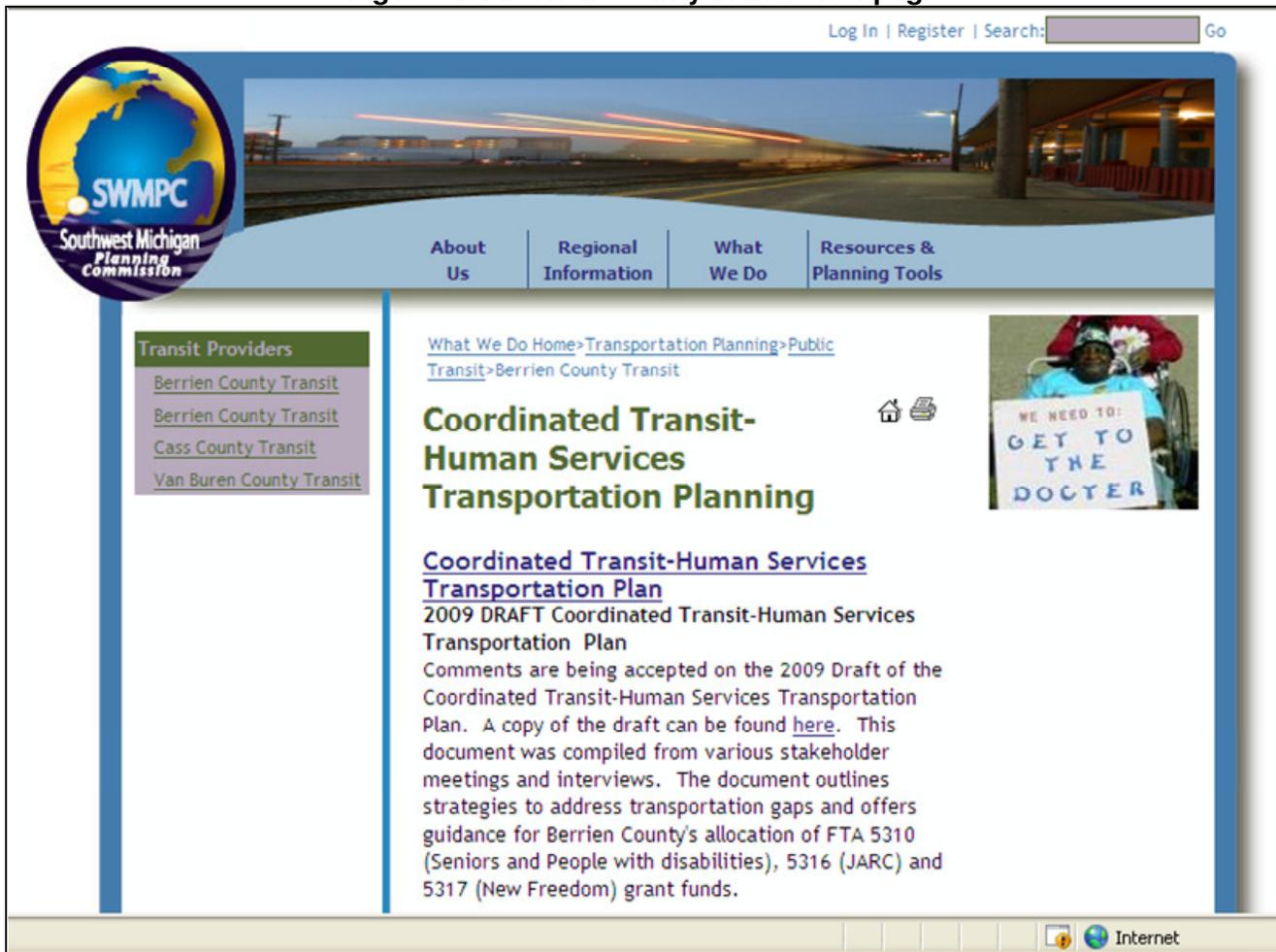
the unmet transportation needs identified during the forum. At that meeting there was agreement by the Berrien County Transportation Coalition that a structure (countywide and eventually regional) needed to be formalized to ensure that efforts would continue to support the goals of:

- Improved coordination
- Improved efficiency
- Improved quality of transportation services
- Increased awareness of available services

Project Webpage

To encourage involvement in on-going coordinated planning process a section was developed on the Southwest Michigan Planning Commission website, www.swmpc.org.

Figure 3.1: Berrien County Transit Webpage



SECTION THREE: TRANSPORTATION NEEDS AND ISSUES

Census Data

Since the study is meant to address the transportation needs of three potentially transit dependent populations - seniors, people with disabilities, and people with lower incomes Census data was gathered at block group level for the entire county, and analyzed to determine highest need.

Table 3.1 shows the number of elderly, disabled and persons below poverty in Berrien County, as well as the percentage of the general population that they represent. The data demonstrate that Berrien County as a whole exceeds the statewide average in every category. This is a county with a significant population of seniors, people with disabilities, and people with lower incomes, and one that therefore has extensive transportation needs.

Table 3.1: Berrien County Census Data

DEMOGRAPHICS	Number of People	% of Total Population	Statewide %
Total Berrien County Population	162,453	100%	
Seniors (65+)	23,449	14%	12.3%
People with Disabilities	30,301	20%	18.7%
People with incomes below poverty level	20,202	13%	10.5%

Source: 2000 Census

Profile of Transit Dependent Population

To evaluate transportation needs specific to each population group, Census block data for persons over age 65, disabled persons, persons below poverty level as well as other supporting factors including: female householder with no husband present with children, households with no vehicle and percentage of people in labor force were mapped. Based on these maps the geographical distributions of each group provided a visual representation of high, medium, and low levels of transit need throughout the county.

A summary of the county's transit dependent population including people ages 65 and above, disabled and low income are described below. The other supporting factors that were identified are mapped and are located in Appendix C.

Persons Over 65

Mobility is an important quality-of-life issue for senior citizens and persons with disabilities. When older Americans lose their ability to drive and maintain an automobile, they become dependent upon outside providers for transportation. This situation can be severe for some, who live in rural areas and have very limited access to transportation.

In Berrien County there are several assisted living facilities and adult day care centers. Many of the larger facilities operate their own vehicles to transport clients, but many times visitation at the facility from older family members is limited due to lack of transportation.

Within the service area of the county's rural provider, Berrien Bus, there are several scattered pockets with 20 percent to 50 percent of the population over 65. Figure 3.3 illustrates the pockets throughout the rural areas of the county.

The more densely populated Saint Joseph Benton Harbor Urbanized Area has several areas with clusters of people over the age of 65. Saint Joseph, Saint Joseph Township, Benton Township, and Bridgman have areas where 25 percent to 50 percent of the population is over the age of 65. There are also several senior care facilities located within this urbanized area. Twin Cities Dial a Ride services a portion of this area that includes the cities of Benton Harbor, St. Joseph and Benton Township. The remainder of the St. Joseph Benton Harbor urbanized area is without public transit service. Figure 3.4 illustrates the above information.

The City of Niles and Niles Township is located in the southern portion of Berrien County and is serviced by Niles Dial a Ride. Over 18 percent of the city of Niles population is over the age of 65 and there are several senior care facilities within the city. Several of these facilities are located within walking distance of fixed route transit service. This fixed route and senior care facilities is illustrated on Figure 3.5.

The city of Buchanan is located to the west of Niles and is serviced by Buchanan Dial a Ride. Approximately 16 percent of the cities and townships population is over the age 65. There are several senior care facilities located within the city and areas that have over 50 percent of the population age 65 and over. Figure 3.6 illustrates the above information.

Figure 3.1: Berrien Rural – Population Age 65 and Above

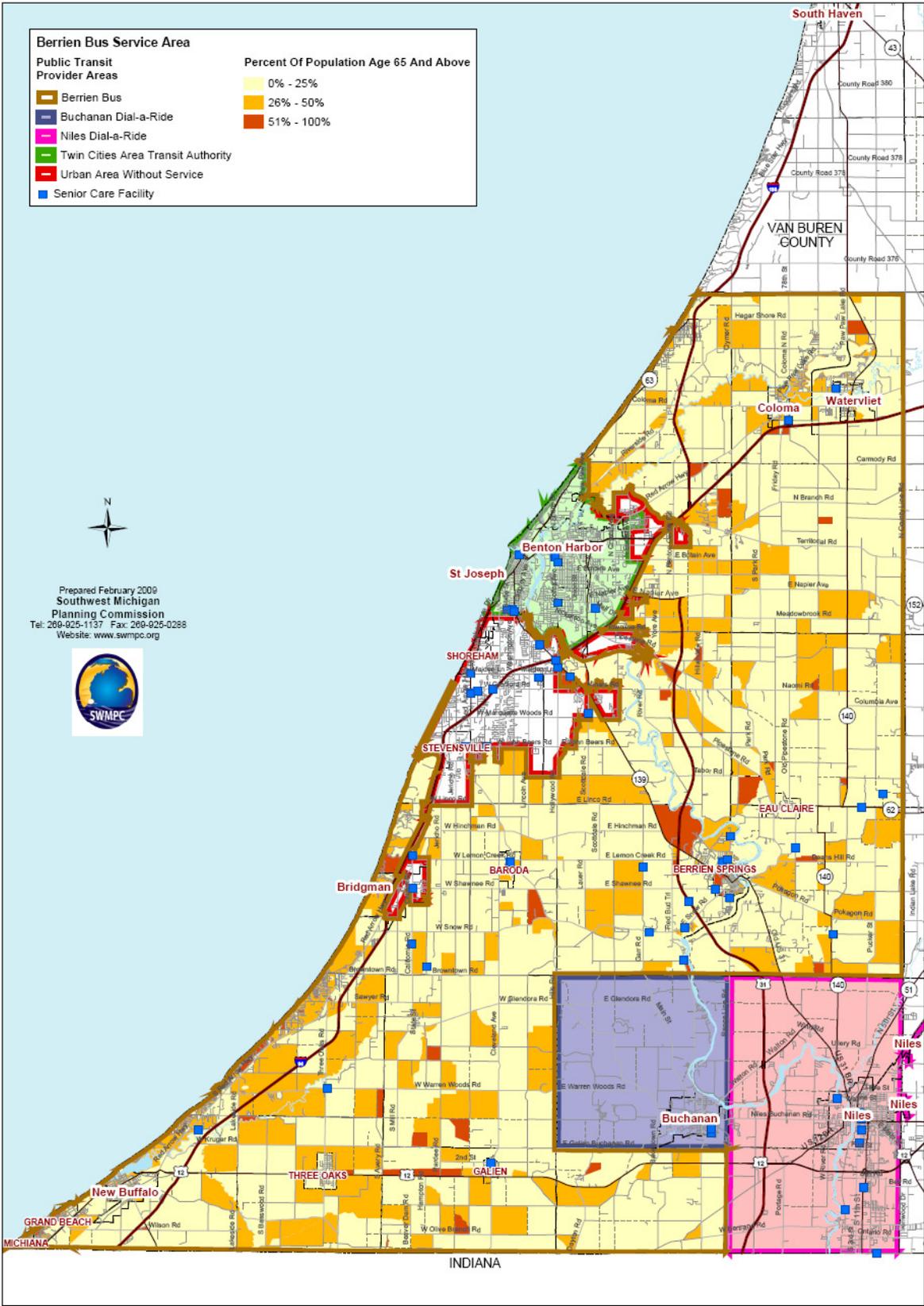
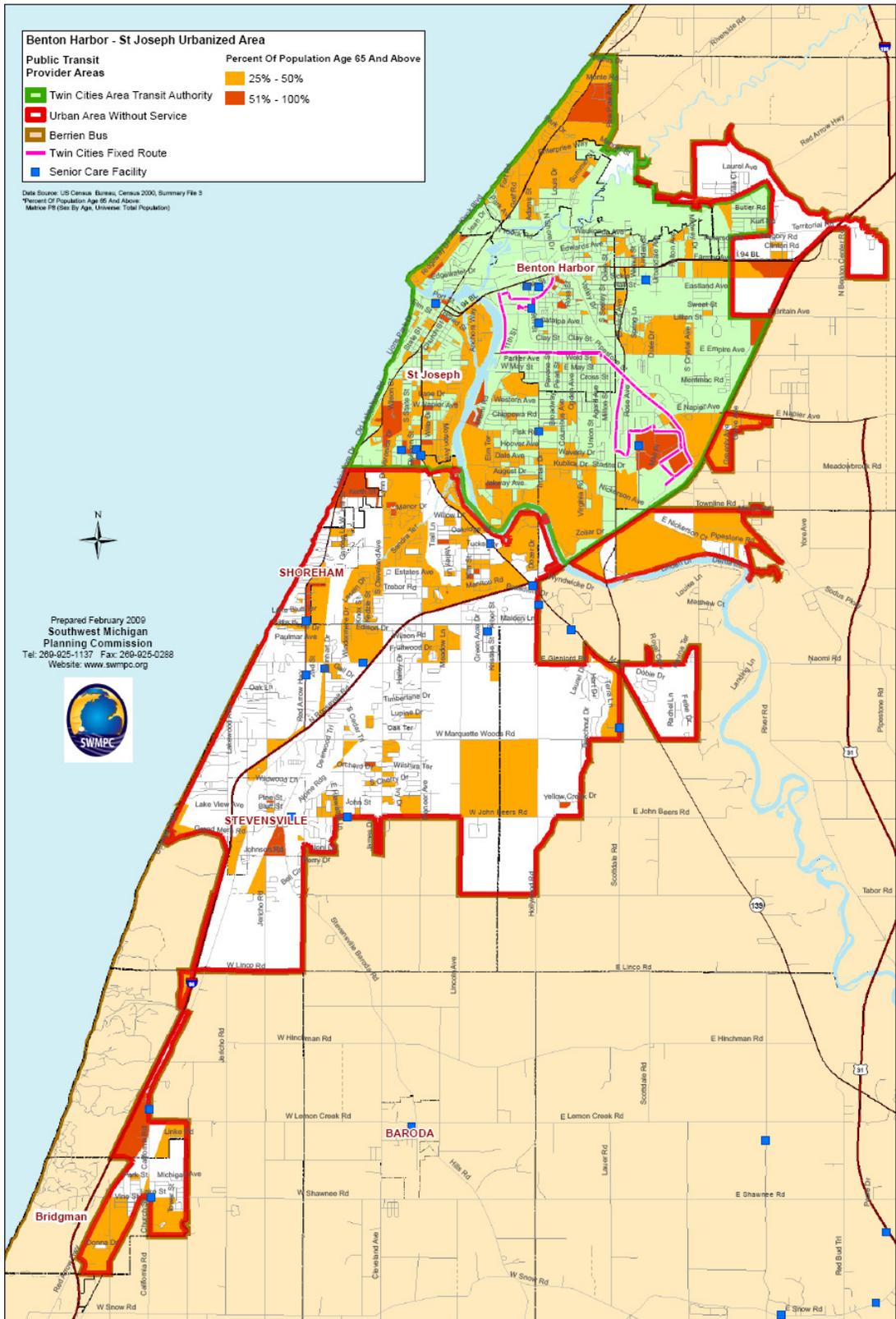
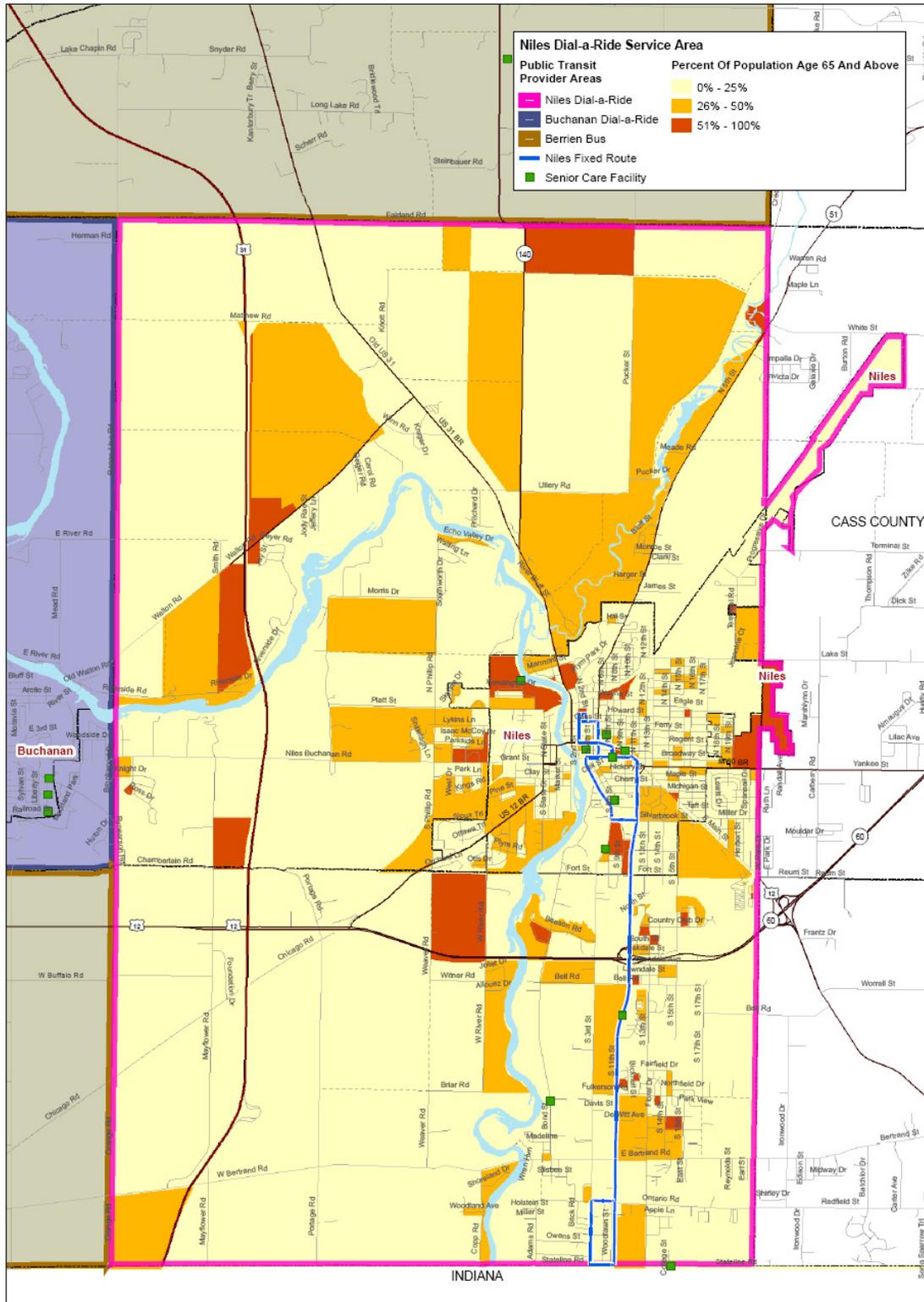


Figure 3.2: St. Joseph Benton Harbor UZA – Population Age 65 and Above



Base Map Source: U.S. Census Bureau, TIGER/Line Files, 2000

Figure 3.3 – Niles UZA – Population Age 65 and Above



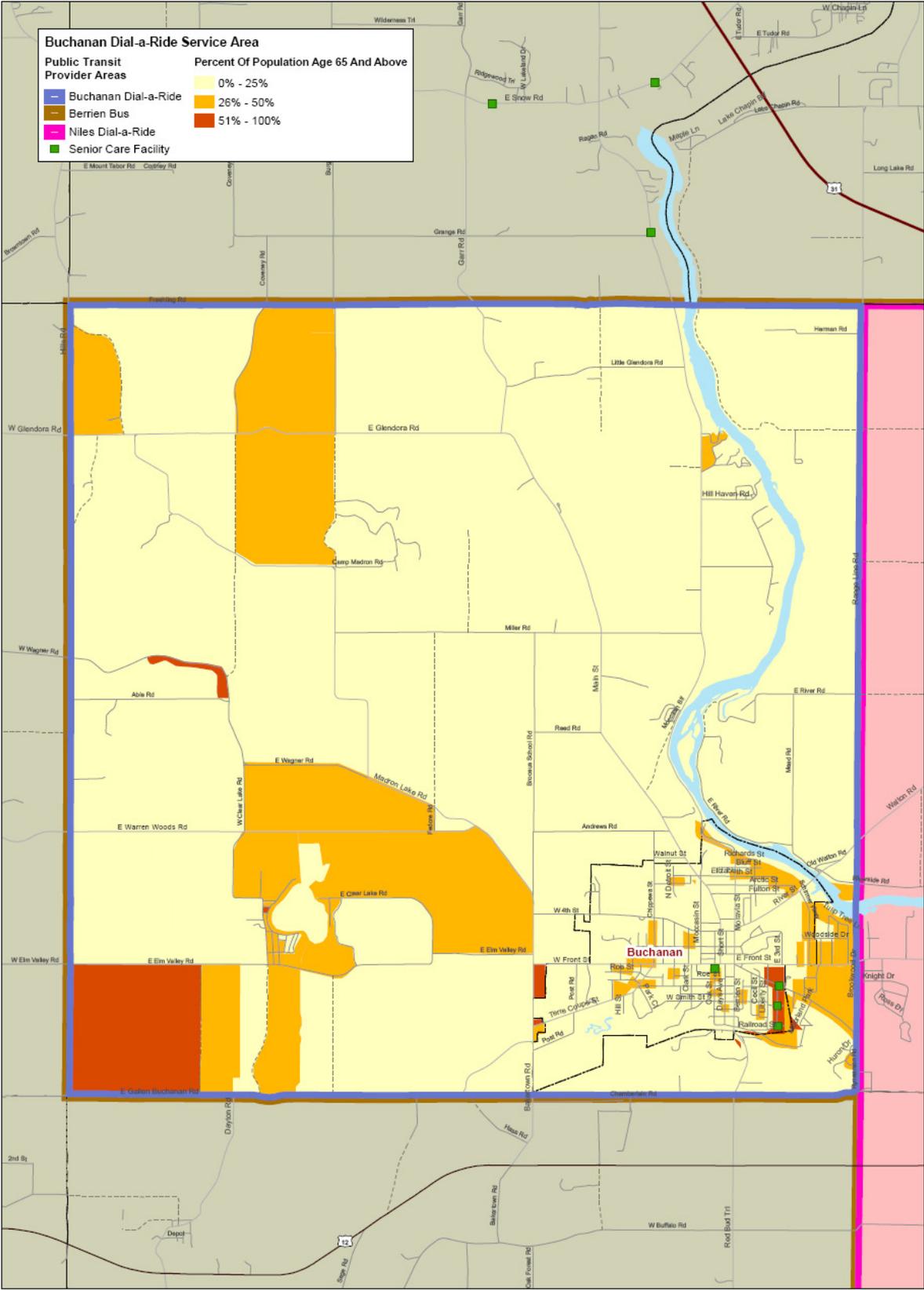
0 1 2 3 Miles

Data Source: US Census Bureau, Census 2000, Summary File 3
 *Percent Of Population Age 65 And Above
 Maricpe RS (Sex By Age, Universe: Total Population)
 Base Map Source: U.S. Census Bureau, TIGER/Line Files, 2000



Prepared February 2009
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Figure 3.4 – Buchanan – Population Age 65 and Above



Persons with Disabilities

The transportation needs of persons with disabilities are many and varied. From the most basic needs, such as going to the bank and grocery store, or to participate in the work force, people with disabilities continue to face transportation barriers.

Adults with developmental disabilities who are higher functioning have employment opportunities (both gainful and sheltered) employment that is usually dependent upon their ability to acquire reliable and affordable transportation. Many of these people tend to live with their parents, who are often unable to provide the needed transportation support due to work requirements. Throughout the county there are several communities identified in Table 3.2 that have a higher than average number of people with disabilities who are between 21 and 64 years of age. Most of the disabled people who live in these communities also have a higher-than-average rate of unemployment.

Table 3.2: Disability Status Berrien County by Local Unit of Government, 2000

Local Unit of Government	# of Persons 5-20	# of Persons 21-64	% Employed 21-64	# Persons over 65
Berrien County, Michigan	3,361	17,250	60.20	9,690
Bainbridge township	34	297	51.85	189
Baroda township	83	201	66.17	145
*Benton charter township	494	2,479	51.15	1,106
*Benton Harbor city	481	1,985	48.82	619
Berrien township	66	397	61.21	167
Bertrand township	61	250	84.40	113
Bridgman city	32	227	76.21	135
Buchanan city	154	711	63.57	383
Buchanan township	73	334	61.68	180
Chikaming township	27	314	74.52	213
Coloma city	36	166	67.47	93
Coloma charter township	61	651	68.36	289
Galien township	33	178	66.29	87
Hagar township	123	512	64.26	132
Lake charter township	56	288	73.96	232
Lincoln charter township	146	1,022	71.23	676
New Buffalo city	55	245	53.88	159
New Buffalo township	25	197	56.85	173
*Niles city	274	1,551	57.25	790
*Niles township	327	1,325	59.85	814
Oronoko charter township	190	768	63.80	499
Pipestone township	40	231	54.98	134
Royalton township	22	187	79.14	224
St. Joseph city	149	651	61.75	588
St. Joseph charter township	109	706	65.72	650
* Sodus township	40	205	45.85	196
Three Oaks township	40	388	58.76	163
Watervliet city	11	181	63.54	154
Watervliet township	88	403	66.75	221
Weesaw township	31	200	67.50	166

Source: Census 2000 U.S. Summary File 3 (SF 3) - Sample Data

Within the census-designated rural area of Berrien County, there are several areas that have a higher density of people with disabilities, as shown in Figure 3.7. Included are areas north of Watervliet, rural Benton Township, and Berrien Springs. In many of the designated rural areas with higher densities of people with disabilities, there is very little choice when scheduling a ride because of service frequency in these areas. Support services including job training, employment, medical services, and shopping are located outside the rural provider's service area (Berrien Bus). This necessitates transferring to another service provider to reach those destinations, which is not feasible for most people with disabilities.

The Benton Harbor St. Joseph Urbanized Area (Figure 3.8) has the highest percentage of people with disabilities in the county. Large areas within the city of Benton Harbor and Benton Township have a disabled population of over 30 percent. Many of these people are considered newly disabled because of an illness or an accident. Also due to changes in disability status, it now includes people who are on dialysis or who are suffering from degenerative disease. Many of the medical facilities and support services these people would use are located in an area not served by any public transit provider on a regular basis.

Within the Niles Urbanized Area (Figure 3.9) there are several areas that are reporting 20 percent or more of the population with a disability. There are several group homes that provide services for adults with developmental disabilities as well as senior care facilities. Lakeland Hospital has a dialysis unit and rehabilitation in Niles which provides services for many people who are newly disabled or have deteriorating health.

Just west of Niles is the City of Buchanan (Figure 3.10), which is serviced by Buchanan Dial A Ride. There is a large area within the City of Buchanan where over 25 percent of the population is reporting a disability. Within that area there are four senior care facilities and a high rate of poverty and unemployment.

Figure 3.5: Berrien County Census Designated Rural Area - Persons with a Disability

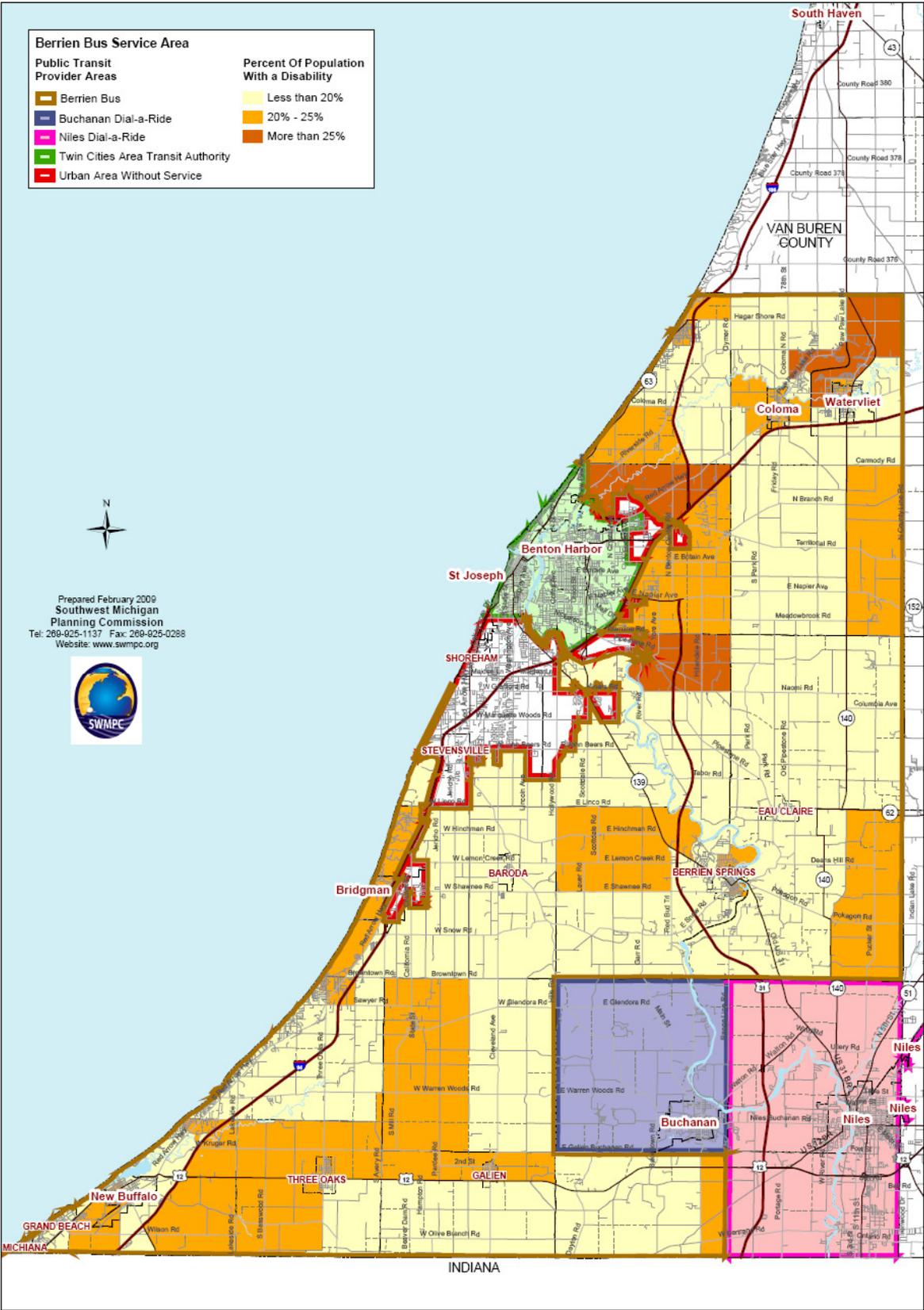


Figure 3.6: St. Joseph Benton Harbor UZA- Persons with a Disability

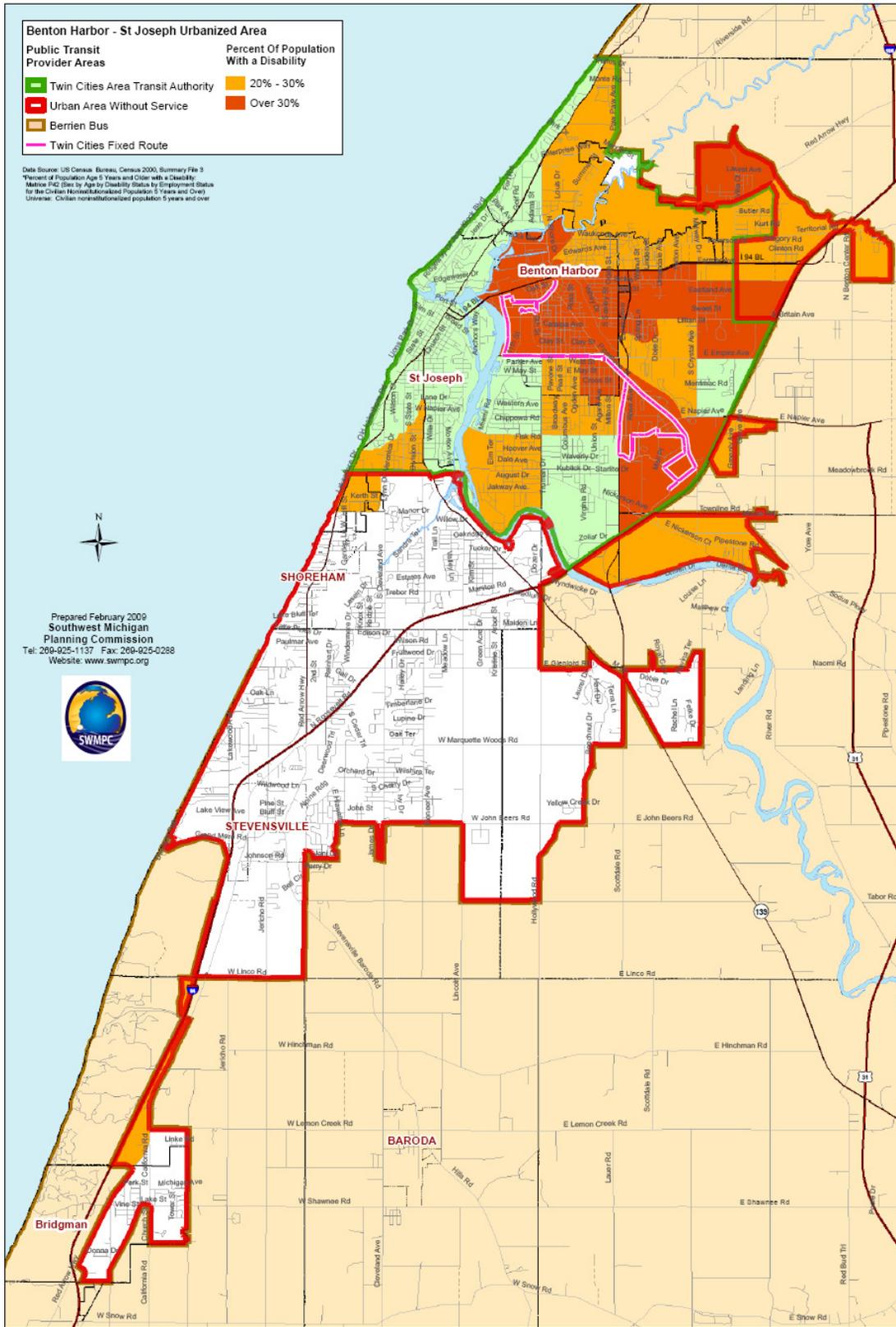
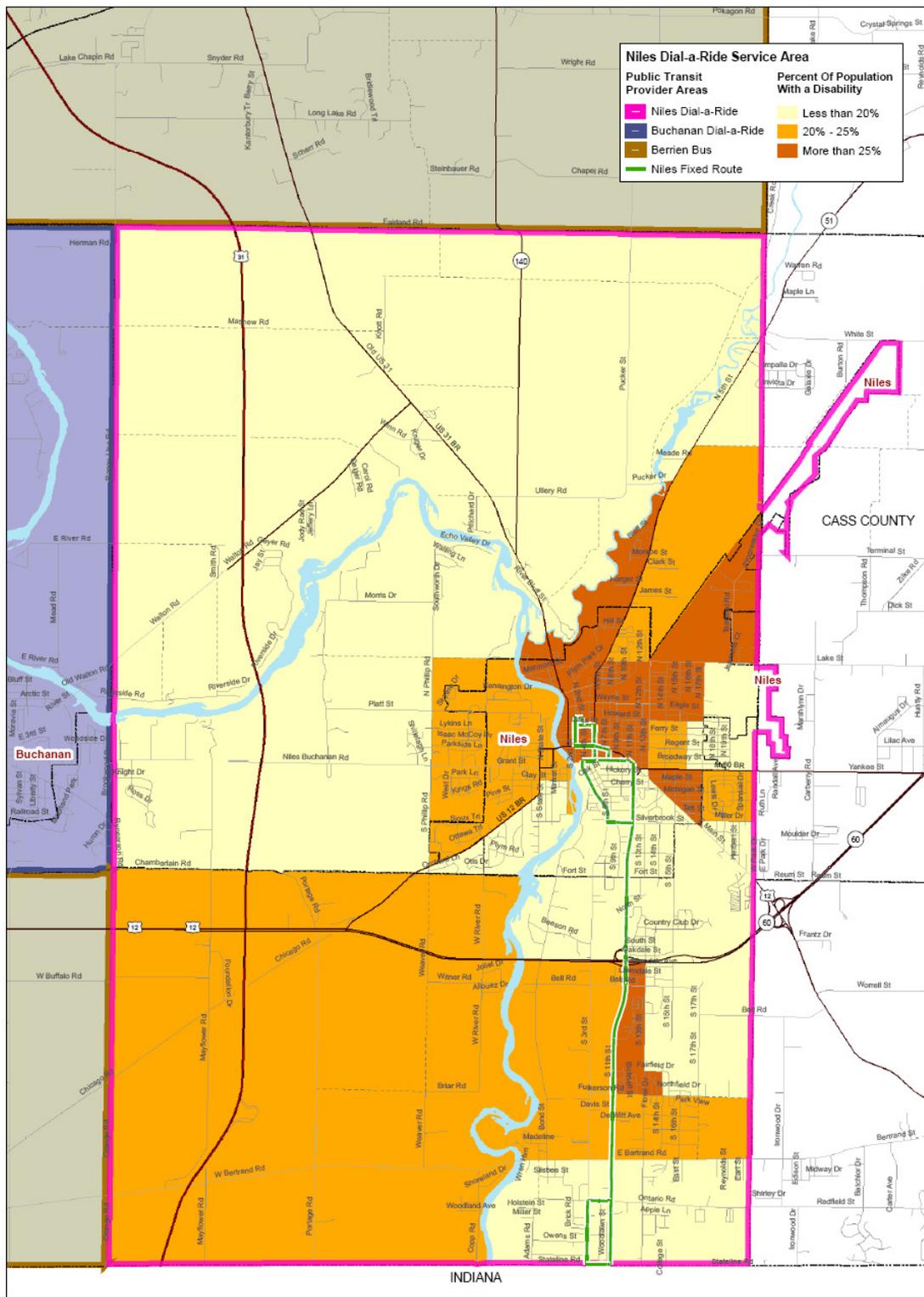


Figure 3.7 Niles UZA - Persons with a Disability



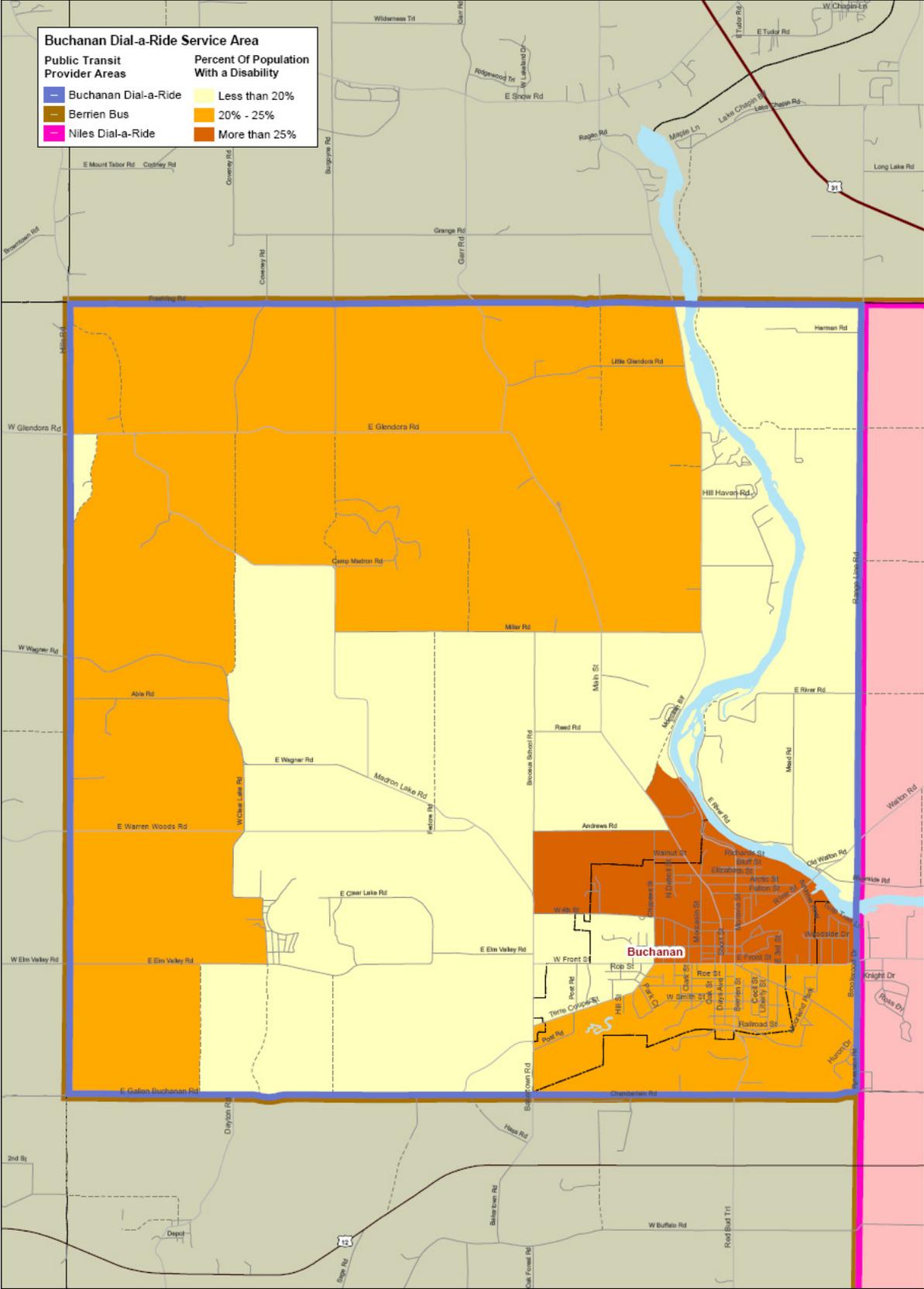
0 1 2 3 Miles

Data Source: US Census Bureau, Census 2000, Summary File 3
 *Percent of Population Age 5 Years and Older with a Disability
 *Mapline P-2 (Sex by Age by Disability Status by Employment Status for the Civilian Noninstitutionalized Population 5 Years and Over)
 Universe: Civilian noninstitutionalized population 5 years and over
 Base Map Source: U.S. Census Bureau, TIGERLine Files, 2000



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Figure 3.8: Buchanan – Persons with a Disability



Persons at or Below Poverty

Thirty-seven million Americans live below the official poverty line. Millions more struggle each month to pay for basic necessities, or run out of savings when they lose their jobs or face health emergencies. Poverty imposes enormous costs on society. Persistent childhood poverty is estimated to cost our nation \$500 billion each year.

Berrien County has the highest child poverty rate in Michigan and is ranked third in overall poverty rate within the state of Michigan. For a family of four persons, the US Census poverty threshold is an annual income of \$18,810. Several larger communities in Berrien County have poverty rates at or in some cases well above Michigan’s average poverty rate of 13.3 percent. These communities include Benton Harbor, Benton Township, Oronoko Charter Township, Niles and Sodus Township.

Table 3.3: Income and Poverty Status Berrien County by Local Unit of Government, 2000

Local Unit of Government	Per Capita Income	Median Household Income	% of Population below Poverty Level
Berrien County, Michigan	19,952	38,567	12.70
Bainbridge township	17,854	38,750	12.46
Baroda township	21,837	44,219	4.70
*Benton charter township	14,137	25,942	27.72
*Benton Harbor city	8,965	17,471	42.65
Berrien township	18,448	46,293	7.89
Bertrand township	22,130	55,183	3.87
Bridgman city	25,405	48,292	6.93
Buchanan city	16,600	34,244	12.42
Buchanan township	19,572	40,503	5.17
Chikaming township	30,868	47,778	3.83
Coloma city	17,714	38,882	8.88
Coloma charter township	20,377	40,029	5.42
Galien township	17,850	37,434	7.74
Hagar township	19,710	38,614	7.98
Lake charter township	21,666	49,764	8.74
Lincoln charter township	27,559	53,718	2.75
New Buffalo city	24,440	41,658	6.23
New Buffalo township	33,587	46,991	6.28
*Niles city	16,584	31,208	13.59
Niles township	18,249	37,794	9.02
*Oronoko charter township	16,904	35,980	18.33
Pipestone township	16,423	41,440	11.61
Royalton township	26,926	69,375	9.44
St. Joseph city	24,949	37,032	6.56
St. Joseph charter township	28,095	54,158	3.70
*Sodus township	17,646	33,804	13.60
Three Oaks township	17,901	36,989	9.88
Watervliet city	16,691	38,681	6.88
Watervliet township	22,134	39,152	10.48
Weesaw township	18,159	41,434	6.64

Source: Census 2000 U.S. Summary File 3 (SF 3) - Sample Data

*** Above Michigan Average Poverty Rate of 13.3%**

Many people with lower incomes are either without a car or without a reliable car – which makes it even more difficult to change circumstances. Retaining employment can be difficult for low-income people if they do not have a car and there are no transportation options. Most entry level positions involve early morning or late night hours when transit service may not be available. Many of the same communities that are noted for high poverty rates also have a large number of households with no vehicle available.

Table 3.4: Vehicles Available Berrien County by Local Unit of Government, 2000

Local Unit of Government	Total HH	No vehicle available	1 vehicle available	2 vehicle available	3 vehicle available	4 vehicle available	5 or more vehicles available
Berrien County, Michigan	63,569	5,032	22,362	25,107	7,977	2,227	864
Bainbridge township	1,142	14	356	490	168	73	41
Baroda township	1,117	31	331	501	170	62	22
*Benton charter township	6,500	914	2,901	1,926	594	105	60
*Benton Harbor city	3,779	1,192	1,635	762	145	33	12
Berrien township	1,664	34	412	752	319	74	73
Bertrand township	903	35	201	397	172	79	19
Bridgman city	1,013	93	306	466	104	15	29
Buchanan city	1,995	201	760	699	227	91	17
Buchanan township	1,237	55	299	605	215	52	11
Chikaming township	1,646	66	555	752	189	61	23
Coloma city	629	39	231	264	83	9	3
Coloma charter township	2,108	116	628	1,014	244	66	40
Galien township	619	24	152	294	103	33	13
Hagar township	1,639	39	528	758	231	72	11
Lake charter township	1,156	40	317	474	214	75	36
Lincoln charter township	5,476	132	1,525	2,647	875	220	77
New Buffalo city	957	101	350	385	84	31	6
New Buffalo township	1,083	35	384	491	111	45	17
* Niles city	5,041	586	2,224	1,608	494	105	24
Niles township	5,305	260	1,776	2,212	686	265	106
Oronoko charter township	3,295	248	1,186	1,267	430	118	46
Pipestone township	842	18	203	382	165	55	19
Royalton township	1,299	29	186	723	282	63	16
*St. Joseph city	4,087	318	1,985	1,430	292	43	19
St. Joseph charter township	4,126	132	1,247	1,903	665	139	40
Sodus township	886	42	343	351	116	28	6
Three Oaks township	1,176	68	408	421	181	85	13
Watervliet city	717	73	269	265	75	31	4
Watervliet township	1,329	73	464	546	170	44	32
Weesaw township	803	24	200	322	173	55	29

Source: Census 2000 U.S. Summary File 3 (SF 3) - Sample Data

Within the Census Designated Rural Area of Berrien County (Figure 3.11), the areas of poverty are dispersed throughout the county. Several of the smaller rural communities including Eau Claire, Berrien Springs, Sodus, Three Oaks and Galien are surrounded by higher poverty block groups where 10 to 20 percent of the population is living at or below the poverty level. Because of the infrequent transit service to rural areas it is more difficult for people living in these rural areas to sustain employment.

Benton Harbor (Figure 3.12) has the highest rate of poverty in the county with over 50 percent of the population at or above poverty. Along with this comes a higher-than-average proportion of households reporting no access to a vehicle; higher percentages of single female-headed households; and higher rates of unemployment (see Appendix C). Twin Cities Dial a Ride services the entire city of Benton Harbor with demand-response services and one fixed route. Because of the needs of this population, specialized transit is often needed for employment, job training, childcare needs, and medical services. Oftentimes specialized transportation (i.e., taxi service) is needed because services and employment opportunities are outside of the Twin Cities Dial a Ride service area and not serviced by any public transit agency.

The Niles urbanized area (Figure 3.13) has several large tracks of 10 percent to 20 percent of the population at or above poverty. Many of these tracks of poverty are in line with areas that also have higher rates of unemployment, disabilities, and households with no vehicle. Niles has entry-level employment opportunities in service sector jobs, which require hours of employment different from public transit hours. Specialized transportation (i.e., taxi service) is needed to access these jobs and the cost is prohibitive for those earning a minimum wage.

Figure 3.9 Berrien County Census Designated Rural Area – Persons at or Below Poverty

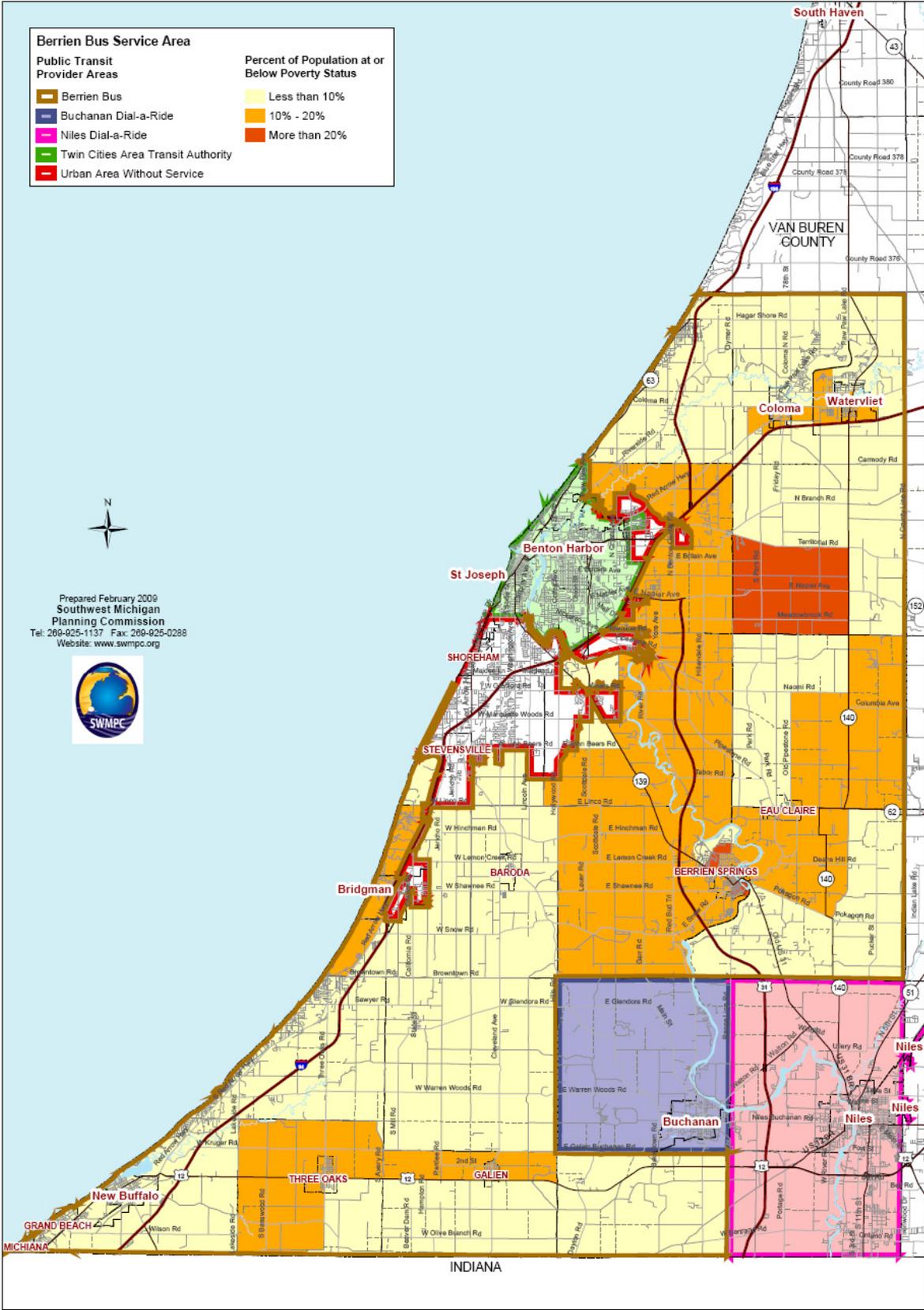


Figure 3.10: St. Joseph Benton Harbor UZA Persons at or Below Poverty

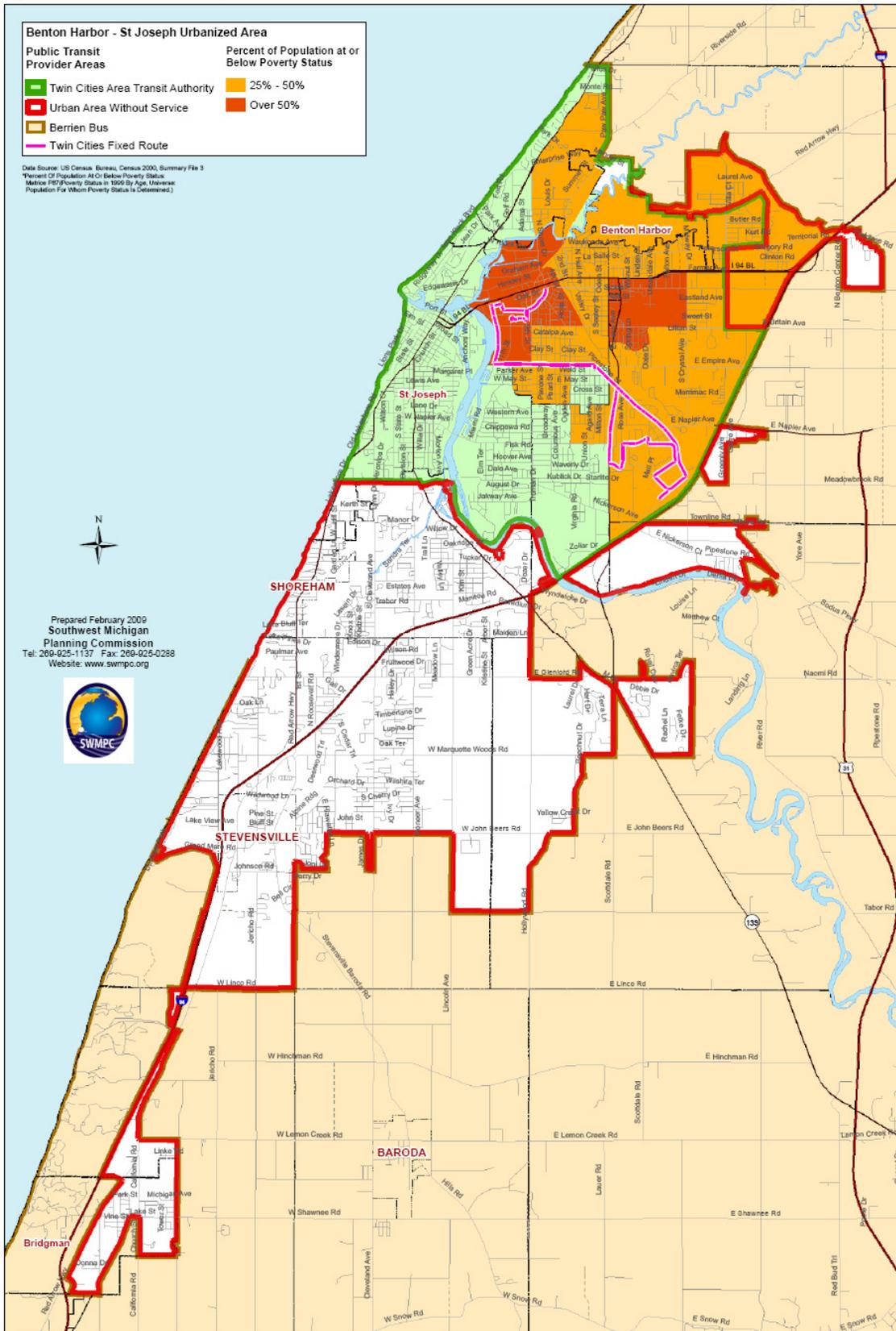


Figure 3.11 Niles - Persons at or Below Poverty

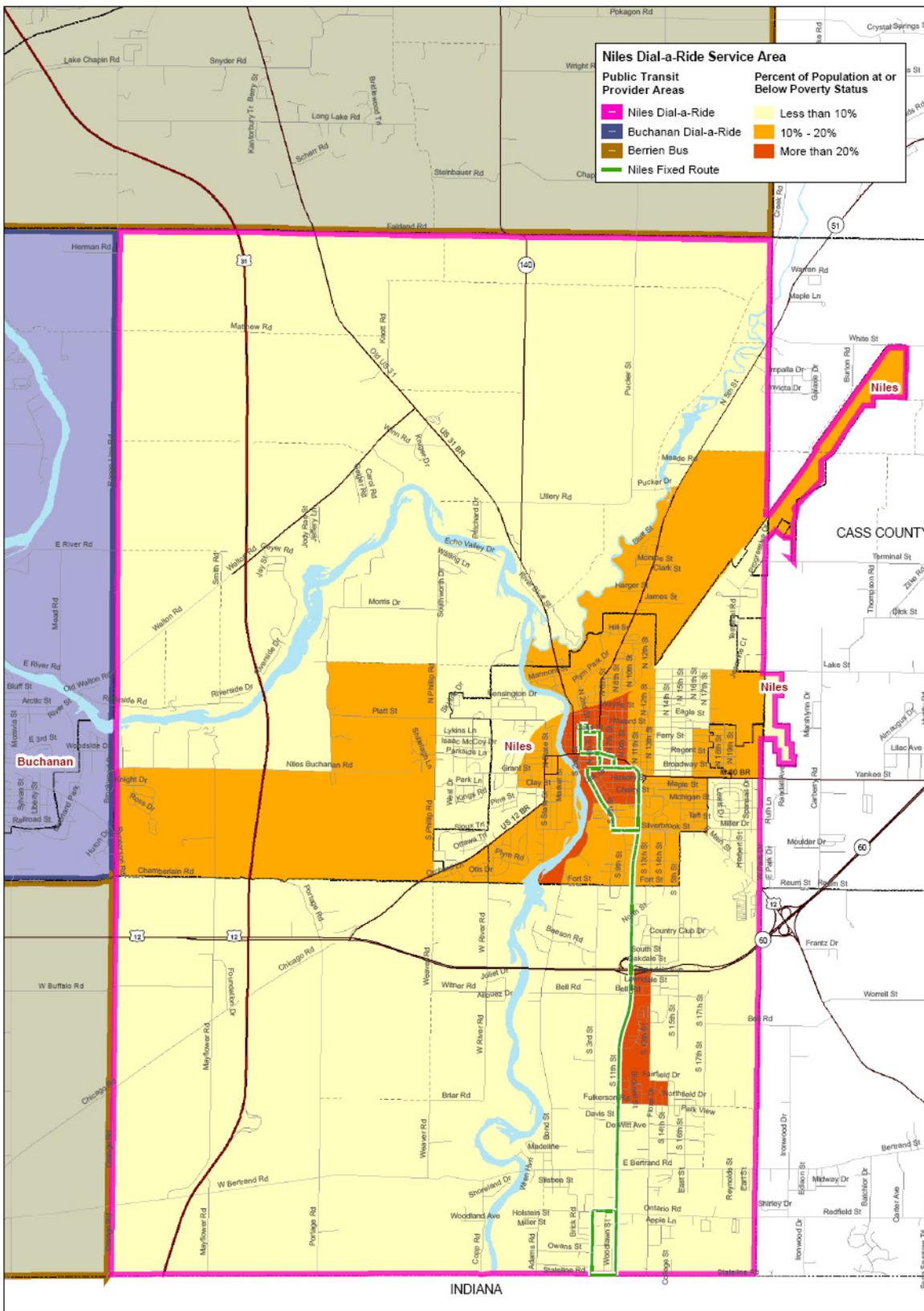
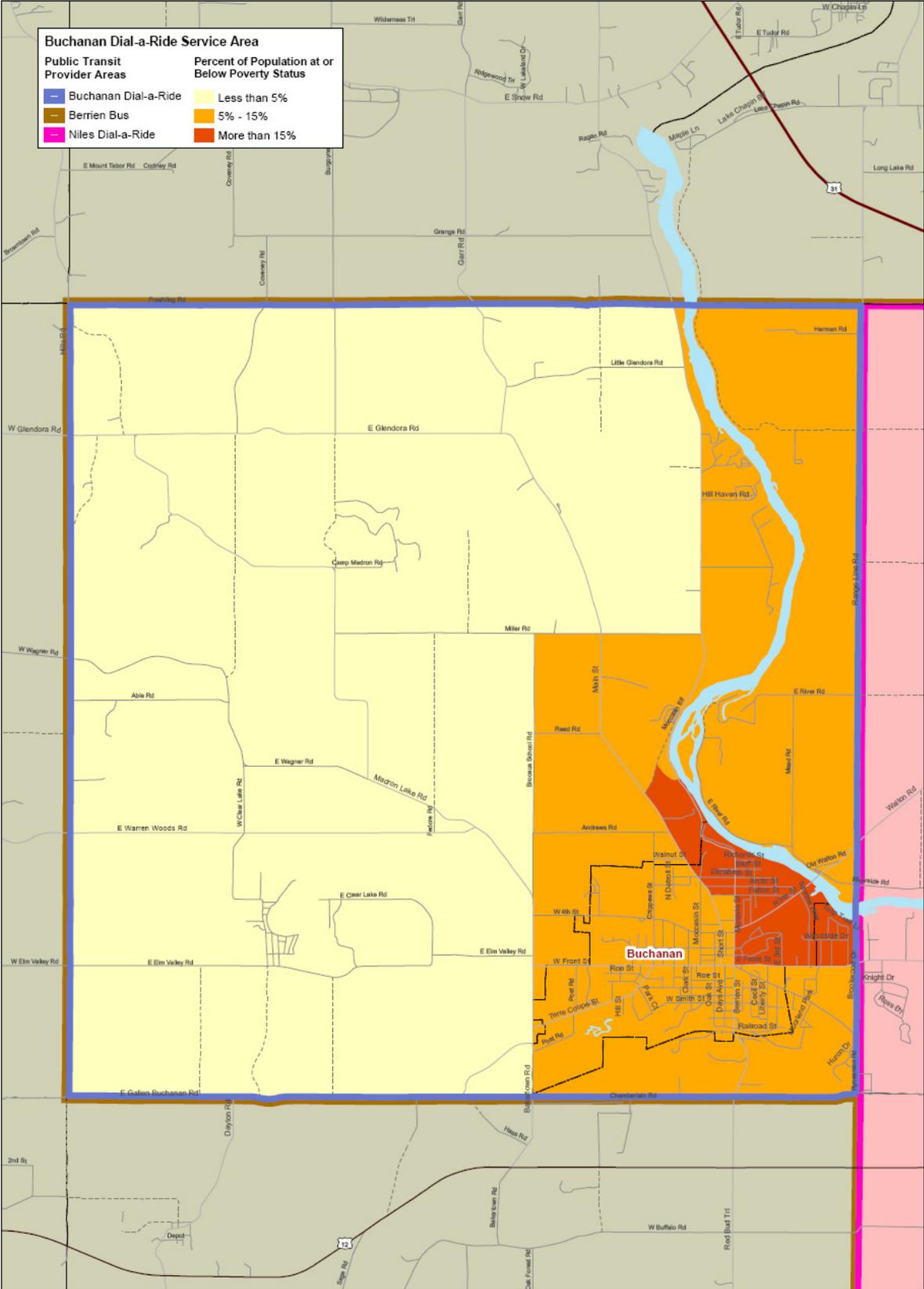


Figure 3.12: Buchanan - Persons at or Below Poverty



Future Trends and Issues

By 2030, one in five Americans will be 65 or older. In Berrien County those numbers are not much different. In 1980, only 11 percent of the population was age 65 and above. By 2020, that number of older adults will represent 33 percent of Berrien County's population.

As the overall population becomes increasingly "grayer," trend data indicate that rural populations will become disproportionately older. This is due to natural aging-in-place; to the outward migration of younger persons to large urbanized areas; and to the phenomenon of older persons moving out of large urbanized areas and back to smaller towns or the countryside upon retirement. Finally, Berrien County's area population decline is expected to continue as it has over the last several decades. From 2000-2008 Berrien County saw a negative 0.28 percent growth rate while the state of Michigan saw a slight increase of 0.06 percent.

What this means in terms of future transit challenges is that, as populations become increasingly elderly, specialized services and shopping will continue to leave rural areas of the county and cluster in regional centers of business. This is already occurring in Berrien County where regional centers for medical services are being developed, requiring people to travel increasingly greater distances for relatively routine care and services. This trend is placing an even greater strain on transit agencies and human service agencies who try to ensure that life-sustaining transportation needs are being met for the most likely transit-dependent persons: the low income, the elderly and the disabled.

Age Distribution

In addition to tracking trends regarding the total number of people, there are many specific aspects of the population that impact the county's public transportation needs. Analyzing the population distribution by age cohort and understanding the dynamics and needs of the community at each of these stages of life is an important consideration for future public transit planning. For example, the needs of pre-school age children are significantly different from those in the career building or retirement stages of life. Every neighborhood will have an ever-changing mix of residents in each cohort and in any given household there may be

"Perhaps no single factor is more important for local government planning than the size and composition of a region's population and the way it will change in the future. Even though the total population may remain constant, changes in its composition can fundamentally alter the need for public facilities and services." ¹

representatives of each group as well. Transit planning must consider the needs of each of these age cohorts within each neighborhood and/or service area. The following table provides a breakdown of age distribution in Berrien County communities. Several communities have a median age well above Michigan's median age of 35.5.

Table 3.5: Age Distribution Berrien County by Local Unit of Government, 2000

Local Unit of Government	Total	< 5	5 to 17	18 to 20	21 to 24	25 to 44	45 to 54	55 to 59	60 to 64	65 & Over	Median Age
Berrien County, Michigan	162,453	10,583	31,719	6,308	7,143	44,723	22,901	8,608	7,019	23,449	37.4
Bainbridge township	3,132	188	576	109	126	844	473	218	173	425	39.3
Baroda township	2,880	182	582	86	93	882	397	153	130	375	37.9
Benton charter township	16,404	1,488	3,441	634	827	4,393	2,030	730	656	2,205	33.2
Benton Harbor city	11,182	1,162	3,264	527	570	2,897	1,143	370	331	918	25.4
Berrien township	5,075	277	1,089	177	208	1,413	736	275	230	670	37.6
Bertrand township	2,380	117	448	82	88	635	418	149	114	329	41.3
Bridgman city	2,428	133	428	78	70	653	383	131	101	451	41.3
Buchanan city	4,681	305	893	202	249	1,359	620	214	162	677	35.2
Buchanan township	3,510	220	676	119	115	977	538	217	169	479	38.3
Chikaming township	3,678	152	576	72	82	881	614	284	210	807	46
Coloma city	1,595	117	333	45	50	463	213	86	63	225	36.6
Coloma charter township	5,217	303	960	195	174	1,484	734	335	277	755	39.1
Galien township	1,611	81	324	68	79	421	258	104	80	196	38.8
Hagar township	3,964	244	699	143	177	1,206	591	234	172	498	38.2
Lake charter township	3,148	156	625	97	94	910	467	171	162	466	39.9
Lincoln charter township	13,952	787	2,849	430	395	3,933	2,299	825	597	1,837	39.2
New Buffalo city	2,200	103	355	83	99	555	349	128	117	411	41.9
New Buffalo township	2,468	126	319	58	66	565	438	202	185	509	47.4
Niles city	12,199	920	2,363	470	608	3,428	1,536	564	434	1,876	35.3
Niles township	13,325	807	2,500	513	529	3,623	1,956	720	611	2,066	38.7
Oronoko charter township	9,843	546	1,616	861	999	2,647	1,181	446	372	1,175	31.3
Pipestone township	2,474	145	514	107	113	702	314	154	102	323	37.2
Royalton township	3,888	240	867	115	72	1,040	617	224	174	539	39.9
St. Joseph city	8,789	425	1,245	346	486	2,692	1,240	430	323	1,602	39.3
St. Joseph charter township	10,042	534	1,869	251	219	2,628	1,601	588	518	1,834	42.1
Sodus township	2,139	132	350	77	85	582	261	148	130	374	40.8
Three Oaks township	2,949	210	544	102	142	819	447	146	125	414	37.4
Watervliet city	1,843	113	421	63	84	558	238	61	54	251	34.9
Watervliet township	3,392	256	613	125	163	921	496	178	156	484	37.2
Weesaw township	2,065	114	380	73	81	612	313	123	91	278	38.9

Source: Census 2000 U.S. Summary File 3 (SF 3) - Sample Data

Ongoing Transportation Needs

Older adults, people with disabilities and people with lower incomes in Berrien County need a variety of transportation services designed to meet their particular needs. There is an increasing demand for

services from people with health, mobility and income limitations. This rising demand is putting an increased need for public transit services whose resources are already strained. People rely on public transit to access nutrition services, employment, medical care, education and other basic community services, as well as to enjoy an active life in the community.

Stakeholders indicated the following overall transportation needs and issues for older adults, people with disabilities, and people with lower incomes.

- Transit dependent persons living in low density areas have limited access to fixed route public transportation and need transportation options to access jobs, medical facilities, shopping and other community services.
- Increasing demand for non-emergency medical transportation.
- Increasing need for transportation services that cross county and state lines to access destinations outside of Berrien County, including medical services and employment opportunities in Kalamazoo, Battle Creek, and South Bend, Indiana.
- Appropriate travel training in the use of public transit routes is needed, especially for older adults and people with disabilities who are unfamiliar with services or have little knowledge of the transit system.
- Simplified point of access is needed to obtain transportation services regardless of the funding agency, transportation provider, or type of service.
- Infrastructure improvements are needed in areas with high concentrations of carless households to allow for non-motorized transportation (biking/walking).
- Public transportation is very difficult for families to use for transporting children to and from childcare before and after work, which impacts job readiness.

SECTION FOUR: TRANSPORTATION RESOURCES ANALYSIS

A variety of public transit, human service transportation, and private transportation services are provided in Berrien County. This section documents and describes the four public transit systems in detail along with a list of the human services programs in Berrien County.

The process to identify the various transportation resources available in the county included:

- Using prior knowledge of the transportation in the county.
- Michigan Department of Transportation PTMS system to collect public transit data.
- Interviews with public transportation providers.
- Surveying agencies to collect descriptive and operational data for various agency programs, with a focus on the riders served, and specifics (trips provided, operating costs, funding sources, geographic service area, eligibility requirements).
- Documenting and collecting information garnered at outreach meetings and presentations.
- Input from Berrien County Transit Forum.

Public Transit Provider Overview

There are four independently operated public transit systems spread throughout Berrien County that provide life-sustaining services to residents of Berrien County. Most often these services are focused on serving the needs of the elderly, disabled, and people with low incomes. They take riders to

5 A's of Friendly Transportation:

- 1. availability*
- 2. acceptability*
- 3. accessibility*
- 4. adaptability*
- 5. affordability*

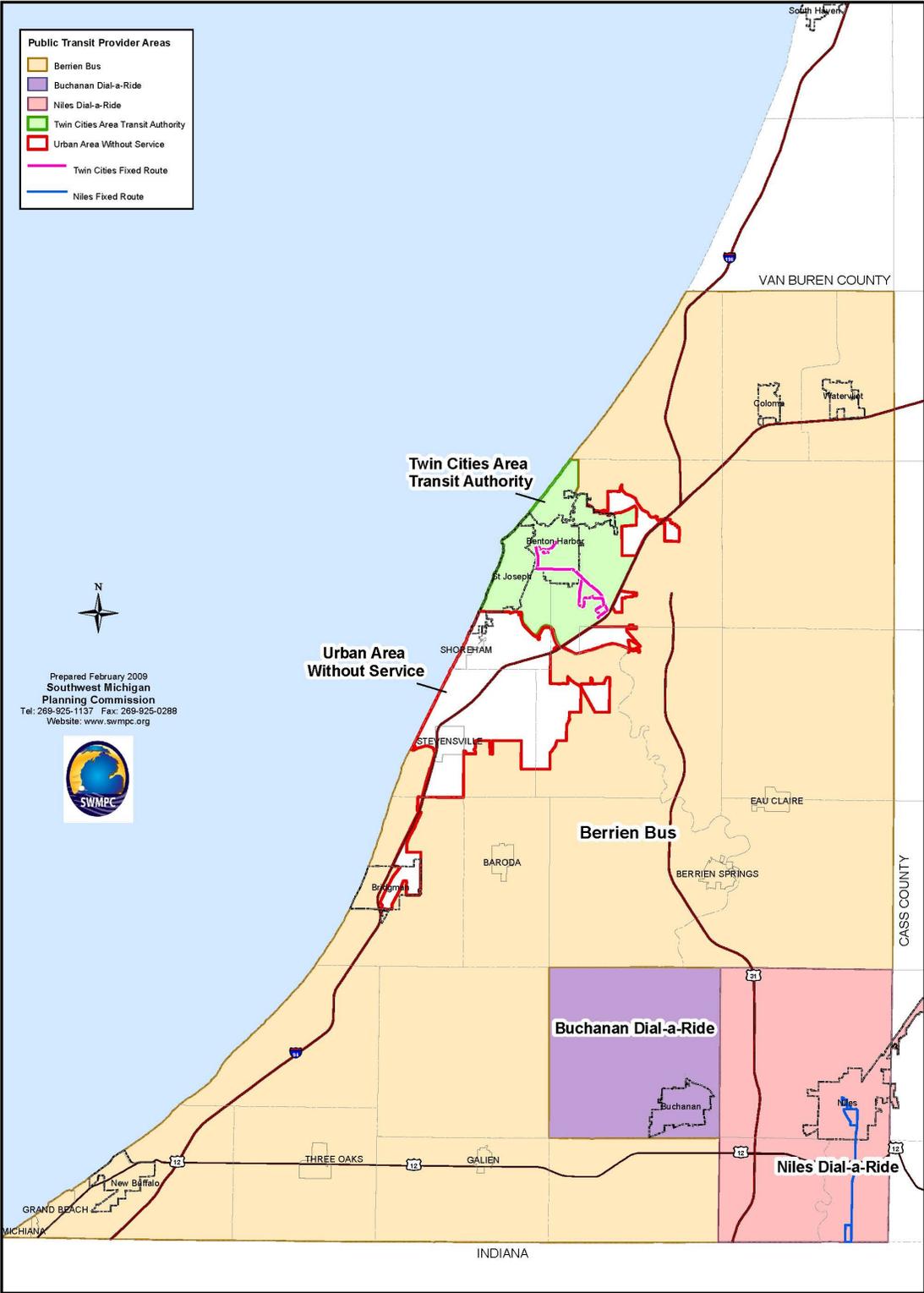
medical appointments, grocery shopping, and personal errands. Berrien County public transit agencies provided 381,390 in trips in 2007 and of those 85,687 were provided to the older adults and people with disabilities.

Some level of public transit service is provided in twenty eight of Berrien County's thirty municipalities, townships and villages, as shown in Figure 4.1. However, many of these areas are limited in the amount and frequency of service they receive, especially in more rural areas of the county.

Historically, goals and objectives have tended to remain separate, and little attention has been given to coordination, integration, or interoperability between the systems. Service gaps between service boundaries, lack of coordinated schedules, and lack of a coordinated fare system have contributed to

sub-optimal transit service in Berrien County. Currently the transit agencies tend to think in terms of serving each of their customers by concentrating on the section of the trip within their service boundaries, thereby making it the customer's responsibility to manage their own mobility and access across the four different service areas within the county. A large portion of the Benton Harbor Saint Joseph Urbanized Area has no transit service available, making some connections impossible.

Figure 4.1: Public Transit Service in Berrien County



Prepared February 2009
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0 5 10 Miles

Service Overview

Berrien County's transit service consists of a blend of immediate-request dial-a-ride service, fixed routes, and 24-hour-reservation demand-response services. There are public transit services that operate within multiple cities and townships, and others that service a single city. All of the Berrien County public transit providers have some level of weekday service Monday through Friday. However, several of these systems operate eight to ten hours per day or fewer, ending their service day by 5:30 p.m. These hours make it very difficult, if not impossible, for most people to consider riding transit as a means of getting to their place of employment for day-shift work, and precluding any other shift coverage. Two of the systems provide limited Saturday service, and none of the systems provide Sunday service.

Level of Assistance Provided

Public transit providers in Berrien County have similar levels of assistance that they are allowed to provide passengers. The current level of assistance is:

- A driver's responsibility for a rider begins at the curb where the trip begins and ends at the curb of the rider's destination. This means drivers will assist the rider to and from the bus, on and off the bus, and will secure the carry-on items in the bus.
- If assistance is needed from a building entry the rider must have someone other than the driver to assist them.

Expenses

Total eligible expenses of the four public transit providers in Berrien County totaled over \$3 million dollars in 2007. State dollars accounted for the greatest share of the revenue with three out of the four transit agencies, with the rest coming from the State of Michigan, fare box revenues, and local millages.

Table 4.1: Revenue Expense Report, 2007

Transit Agency	Total Eligible Expense	Revenue				Revenue Eligible Expense			
		Federal	State	Local	Farebox	% Federal	% State	% Local	% Farebox
Buchanan Dial-A-Ride	\$109,446	\$17,452	\$43,817	\$84,850	\$12,530	16	40	78	11
Niles Dial-A-Ride	\$645,711	\$128,914	\$258,520	\$18,708	\$89,054	20	40	3	14
Twin Cities Area Transportation Authority	\$1,431,627	\$709,125	\$573,173	\$166,465	\$280,411	50	40	12	20
Berrien County	\$1,107,175	\$194,642	\$450,090	\$38,274	\$491,196	18	41	3	44
Grand Total	\$3,293,959	\$1,050,133	\$1,325,600	\$308,297	\$873,191				

Source: MDOT PTMS 2007

Historically, the state has provided operating funds to transit systems, but the percentage of operating funds provided by the state has declined steadily for several years, eroding the ability of local transit agencies to maintain - much less improve - service².

Under the current distribution formula, funding is distributed based on operating expenses. This creates a number of problems:

- **Discourages expansion:** When one transit agency's costs increase because of growth or expansion of service, it diminishes the amount of funding available for all other transit agencies. Growth in urban areas should not have a proportional negative impact on rural systems.
- **Discourages cost-cutting efficiency:** Transit systems should be rewarded for efficiency, not penalized with less funding.
- **Makes funding less predictable:** Because the final amount of funding distributed is not certain until all system audits have been submitted in a given fiscal year, it is not unusual for funding adjustments to be made even after the books have been closed. It is very difficult for transit systems to develop multi-year plans for service or facility improvements when they cannot accurately forecast revenue.
- **Devolves costs from the state to locals:** Funds collected at the state level for public transportation have been used for other purposes in recent years, forcing local governments to make up the difference.

² 2008 MDOT Transportation Funding Task Force Report

Labor

Labor represents the largest expense for public transit agencies and it includes wages and fringe benefits. The four public transit agencies utilize a total of 58 full-time and part-time drivers, ten full-time dispatchers, four full-time mechanics, three full-time directors, two assistant directors, one full-time secretary and one full-time book keeper.

Fuel

Fuel costs have been increasing dramatically, which will negatively impact public transit agency's expense budget. The four public transit providers in Berrien County purchase fuel in bulk and attempt to make purchases when prices are low to help alleviate the rising costs. The fuel costs are rolled into the brokered contract amount for Niles Dial a Ride, while Buchanan, Twin City Dial a Ride and Berrien Bus fuel costs are paid by the agency. According to public transit management, fuel costs per gallon have increased from \$0.66 in 2001 and jumped to \$3.32 in 2008. This is a tough situation for transit agencies in determining future service and fare structures. Typically when fuel prices rise, demand goes up along with the cost for transit agencies. An economy of scale could be achieved if the four transit providers purchased fuel together, as bulk prices are lower when a larger quantity is purchased.

Utilities

Utility costs are also increasing and will affect all of the public transit agencies' budgets. Since 2001, utility expenses have risen an average of 45 percent for the transit agencies in Berrien County. For example, Twin Cities Area Transportation Authority's utility costs in 2001 were \$25,634 and in 2009 they were projected to be \$46,498.

Marketing/Advertising

All of the transit agencies in Berrien County spend very little on public outreach or marketing. The transit systems vary on the amount they invest in marketing and public outreach with one agency spending nothing and others spend up to 0.4 percent (\$0 to \$5,100) of their budget. Statewide, Michigan public transit agencies spend an average of one percent of their budget on marketing and public outreach. It has been suggested that Berrien County public transit agencies work to increase the public's understanding of each of their services. A cost for marketing should be attached to any new service a transit agency is considering putting in place. Low cost outreach methods such as press releases, the internet, and coordination with other agencies can help in this effort.

Table 4.2: Berrien County Public Transit Providers 2007 Operating Expenses

Transit Agency	Twin Cities Dial A Ride	Buchanan Dial A Ride	Berrien Bus	Niles Dial A Ride
Operation	Days Oper: 304 Veh. Hours: 36,486 Veh. Miles: 470,203 Passengers: 175,183	Days Oper: 305 Veh. Hours: 3720 Veh. Miles: 41,000 Passengers: 20,820	Days Oper.: 315 Veh. Hours: 24,728 Veh. Miles: 546,081 Passengers: 119,733	Days Oper.: 362 Veh. Hours: 17,289 Veh. Miles: 221,690 Passengers.: 75,970
Labor				
Drivers	\$427,394.00	\$46,513.00	\$386,727.00	\$490,497.00
Other	\$224,083.00	\$14,721.00	\$98,843.00	\$72,255.00
Dispatchers	\$115,710.00	\$9,488.00	\$63,722.00	0
Fringe Benefits	\$366,866.00	\$21,982.00	\$104,093.00	\$1,973.00
Services				
Advertising	\$5,181.00	\$430.00	\$828.00	\$0
Audit Cost	\$6,351.00	\$4,900.00	\$5,500.00	\$0
Other	\$181,912.00 (Sanitation, security, bus repair, IT service)	\$2,593.00	\$115,176.00 (Outside repairs, transportation coordinator fees)	\$24,362.00 (Grant admin, armored car)
Materials/Supplies				
Fuels/Lubricants	\$152,447.00	\$8,940.00	\$167,636.00	\$71,001.00
Tires	\$8,154.00	\$1,600.00	\$12,991.00	\$4,812.00
Major Supplies	\$4,315.00 (Copy Machine)	\$4,875.00	\$51,708	\$91,191.00 (parts, facility maintenance & equip.)
Other Materials/Supplies	\$20,408.00	\$0	\$0	\$6,328.00
Utilities				
Gas/Electric	\$46,498.00	\$2,119.00	\$30,159.00	\$19,552.00
Insurance				
Liability	\$37,088.00	\$4,855.00	\$46,497.00	\$22,621.00
Other	\$8,969.00	\$2,352.00	\$5,279.00	\$3,570.00
Misc.				
Travel/Meetings	\$7,387.00	\$767.00	\$3,743.00	\$108.00
Taxes/Fees	\$697.00	\$0	\$576.00	\$50.00
Dues/Subscriptions	\$2,232.00	\$0	\$1,379.00	\$730.00
Admin Costs	\$0	\$9,750.00	\$0	\$0
Operating Leases	\$8,816.00	\$1,400.00	\$19,771.00	\$1,820.00
Other (Drug Testing, Vending)	\$4,426.00	\$0	\$0	\$0

Performance Measures

Performance measures are used by public transit agencies for three main reasons: 1) they are required by state and federal agencies (such as passenger per hour and mile, fare box recovery ratio and cost per passenger); 2) they are useful to the agency in identifying how well the service is being provided and areas where improvements can be made; and 3) others outside the agency, such as local or county government, need to know the level of performance being achieved.

The performance of individual transit systems varies widely across the state of Michigan. Based on an analysis of MDOT performance indicators, statewide averages for key indicators are summarized below:

Table 4.3: Statewide Average Countywide Service (CS) Performance Indicators

Cost per Passenger	\$11.07
Cost per Mile	\$2.77
Cost per Hour	\$49.09
Passenger per Vehicle Hour	4.43
Passenger per Vehicle Mile	0.25

2007 PTMS MDOT

Table 4.4: Statewide Average Small Urban Service (SU) Performance Indicators

Cost per Passenger	\$9.49
Cost per Mile	\$3.69
Cost per Hour	\$49.56
Passenger per Vehicle Hour	5.22
Passenger per Vehicle Mile	0.39

2007 PTMS MDOT

It is important to note how individual public transit systems' performance indicators in Berrien County compare against statewide averages to identify potential measurable opportunities for improvement. The performance indicators for Berrien Bus are compared against the statewide performance indicators for Countywide Service (CS), while the Urban Service (SU) indicators are used for the other three agencies. In Table 4.5 below, the indicators in which local agencies have not achieved the statewide benchmarks are shown in red. Niles Dial A Ride is the only agency in Berrien County that meets all of the statewide indicators.

Table 4.5: Comparison of Berrien County Transit Providers by Performance Indicator

Berrien County Agency	Berrien Bus CS	Twin Cities Dial A Ride SU	Buchanan Dial A Ride SU	Niles Dial A Ride SU
Cost per Passenger	\$9.25	\$8.17	\$12.71	\$8.48
Cost per Mile	\$2.03	\$3.04	\$3.59	\$2.91
Cost per Hour	\$44.77	\$39.24	\$42.11	\$37.26
Passenger per Vehicle Hour	4.84	4.80	3.31	4.39
Passenger per Vehicle Mile	0.22	0.37	0.28	0.34
Total Vehicles	22	23	3	7

Table 4.6: Transit Operational Data, 2007

Location Operator	Berrien	Twin Cities	Niles	Buchanan	TOTALS
Service Area Population	73,356	24,000	17,717	4,992	120,065
Total Vehicles	22	23	8	3	56
# Lift Vehicles	15	18	8	3	44
# of seats	430	344	79	30	883
Total Passengers	119,733	175,183	75,970	10,504	381,390
Vehicle Hours	24,728	36,486	17,289	3,168	81,671
Vehicle Miles	546,081	470,203	221,690	37,209	1,275,183
Passengers Elderly & Disabled	84,977	59,441	34,859	6,410	185,687
% Elderly	2%	17%	22%	29%	
% Disabled	69%	16%	21%	32%	
					AVERAGES:
Passengers per Vehicle Hour	4.84	4.80	4.39	3.32	4.67
Passengers per Vehicle Mile	0.22	0.37	0.34	0.28	0.30
Passengers per Population	1.63	7.30	4.29	2.10	3.18
<i>Source: MDOT PTMS-2007</i>					

There are differences in operating characteristics but there is less variation in performance based on geographic area served, i.e., small urban service or countywide service. One thing that emerges is that the Buchanan Dial A Ride three-vehicle system may have a disadvantage in service provision, which causes it to have lower-than-average county and statewide performance indicators (i.e., higher cost per passenger and fewer passengers per vehicle hour).

From a qualitative perspective, performance data were also gathered for Berrien County transit service by gaining input from transit users and social service agencies. In the collection of this information, various issues and constraints were evident from the users' or human service agencies' perspective:

- Lack of fixed routes in areas with higher population densities.
- Mismatch of available transit services to employment-related needs including hours, service area.
- Coordination of services between public transit agencies, human service providers, and private providers of transportation.
- More efficient means of connecting users with medical services.

- Job opportunities for transit-dependent population are often available in areas of the county not currently served by a public transit agency. There are 31.5 square miles in the county not currently served by transit.
- Need for different types of vehicles to serve users with varying degrees of mobility.
- Funding and availability for out-of-county travel is confined to Medicaid-eligible clients and for long-distance medical trips.
- Coordination between public transit systems is minimal.
- Sufficient marketing is needed to ensure that information is available to users on transportation options.

When transit providers were interviewed, some of their key concerns for meeting future needs included:

- Rising costs of fuel and insurance (workman's compensation and vehicle insurance).
- Finding local matching funds to match state and federal dollars.
- Meeting the changing needs of customers.
- Administrative requirements for funding can be confusing and time consuming for systems that would like to provide additional services.
- Use of technology to serve clients more efficiently.
- Communicating services effectively to specific audiences.
- Billing and reporting is cumbersome for contract clients.

Individual Public Transit Providers

Berrien Bus

Berrien Bus is the sole rural public transit provider for all non-urbanized areas in Berrien County. Service primarily operates on a 24-hour reservation curb -to -curb demand response model.

Area Served

Berrien Bus is the only rural public transit provider for people living in the census-designated non-urbanized areas in Berrien County. Following is a list of communities Berrien Bus serves:

Table 4.7: Berrien Bus Areas Served

Cities	Villages	Townships	Unincorporated
Coloma	Baroda	Bainbridge	Glendora
New Buffalo	Berrien Springs	Baroda	Harbert
Watervliet	Eau Claire	Benton Charter	New Troy
	Galien	Berrien	Riverside
	Grand Beach	Chikaming	Sawyer
	Michiana	New Buffalo	Glendora
	Three Oaks	Lake Charter	Lakeside
		New Buffalo	Glendora
		Lake Charter	Lakeside
		New Buffalo	Glendora

Governance

The Berrien County Board of Commissioners oversees and sponsors Berrien Bus. The board holds regular monthly meetings, which are open to the public. The Berrien Bus transportation coordinator reports monthly ridership, revenues, expenses, and performance indicators. The local advisory committee (LAC) meets on a quarterly basis and provides feedback about the service and recommendations. Some members of the LAC are employees of agencies that contract for services with Berrien Bus. Management from Transportation Management Inc. (described below) attends both board and LAC meetings.

Administrative and Personnel

The Berrien County Board of Commissioners contracts Transportation Management Inc. (TMI) to broker transportation services for Berrien Bus Berrien. TMI is responsible for operations and some administration. The transportation coordinator is paid by Berrien County to monitor service and administer grants. TMI employs twenty employees, nineteen of those are drivers. The average full-time driver pay is \$9.25 per hour and full-time dispatchers are paid \$10.00 per hour. TMI employees are offered medical 401, vision, dental, 125 flex plan if they choose to participate because there is a cost.

Table 4.8: Transportation Management Employees

Staff Role	Full-Time Equivalent	Part-Time Equivalent
Drivers	18	1
Mechanic	2	
Dispatcher	2	1
Operations Manager	1	
Total	23	2

Building and Offices

Located in Berrien Springs, the Berrien Bus building is owned by Berrien County and leased to TMI. Within the building there are offices and a garage. Berrien County is responsible for capital improvements to the facility, as well as any improvements to the grounds. Buchanan Dial A Ride houses its vehicles at the Berrien facility and shares dispatch with Berrien Bus. This is possible because the City of Buchanan contracts with TMI to broker transportation services on their behalf.

Services Provided

Berrien Bus provides approximately 119,500 passenger trips annually, utilizing twenty-four vehicles that have a passenger capacity ranging from 12 to 33; twenty-three of these are lift-equipped for the disabled. The twenty four vehicles operate an average of ninety five hours a day Monday-Friday. Seventy three of the hours daily are used to serve contract clients while twenty two hours are for the general public.

Berrien Bus primarily serves contract clients including Gateway, Blossomland and Riverwood Mental Health, representing over 75 percent of their fare revenue. The remaining 25 percent of their fare revenue is generated from the general public, who are required to make a 24-hour reservation. The ability to serve the general public is based upon the number of vehicles currently not in use for contractual services. The frequency and geographic coverage of service for the general public is limited because contracted services receive first priority.

Berrien Bus provides scheduled daily shuttle service between certain areas within the county and must be reserved twenty four hours in advance. The shuttle will deviate off the route to pick up passengers with advanced reservations between communities on the shuttle route.

Only one day can be reserved at a time for inbound and outbound shuttle service. Because Berrien Bus offices and garage are located in Berrien Springs this community receives the highest frequency

of shuttle service. Immediate request dial a ride service is available within Berrien Springs from 8:00 am to 4:45 pm Monday through Friday.

Table 4.9: Berrien Bus Shuttle Service Schedule and Fares (One way)

Service		Pickup Times	Fare*
From	To		
Berrien Springs	St. Joseph / Benton Harbor	7:30 am, 10:am, 1:00 pm	\$5.00
Benton Harbor	Berrien Springs	8:30 am, 10:45 pm 1:45 pm, 4:00 pm	\$5.00
St. Joseph	Berrien Springs	8:45 am, 10:30 am, 1:30 pm, 4:15 pm	\$5.00
Berrien Springs	Niles	8:00 am, 2:00 pm	\$5.00
Niles	Berrien Springs	8:45 pm, 2:15 pm	\$5:00
Niles	Benton Harbor	8:30 am, 12:00pm	\$5.00
Watervliet/Coloma	Benton Harbor	9:15 am, 12:00 pm, 3:00 pm	\$5.00
Benton Harbor/ St Joseph	Watervliet/Coloma	2:00pm	\$5.00
Berrien Springs	Berrien Springs	8:00am - 4:00 pm	\$2.50

* Seniors, disabled, and children always pay half fare

There are various “pick-up points” that are used when bringing people back into Berrien Springs. In the Benton Harbor/St. Joseph area there are over twenty four locations at which a person could be picked up, but all of these must be pre-arranged with Berrien Bus. Many of the “pick-up points” are serviced by Twin Cities Dial A Ride with their fixed route service.

Riders from communities that are not served with regular shuttle service must call at least twenty-four hours in advance to schedule a ride. Depending on availability the trip may or may not be filled.

Dispatch and Ride Scheduling

All dispatch and scheduling is handled out of Berrien Springs by three dispatchers. The scheduling process relies heavily on the dispatcher’s knowledge of the county’s geography and customers’ travel patterns. Berrien Bus gives priority to contract agency clients, and general ridership is limited to open seats on contracted vehicles. To schedule a reservation, a customer must call Berrien Bus 24 hours in advance and provide a requested pick-up address, pick-up time, destination, and return pick-up time. The dispatcher records the information, and then all ride requests are processed and entered into a driver’s manifest for the following day. When the trip is completed the driver reports back to dispatch.

For contract riders, the dispatcher records the standing order, and it is added to the drivers manifest for the next day. After the trip is completed, the dispatcher files the information for billing.

Table 4.10: Berrien Bus

Agency	Berrien Bus
Service Description	Berrien Bus is the sole rural public transit provider for all non-urbanized areas in Berrien County. Service primarily operates on a 24-hour reservation curb-to-curb demand response model. Berrien Bus provides contract services to Gateway to serve clients who are unable to use regular service.
Hours	Monday - Friday 5am - 5pm
Operations	Berrien County Public Transportation is a transit service sponsored and under contract by the Berrien County Board of Commissioners. It is contractually managed by Transportation Management, Inc and monitored by the county transit coordinator. Berrien Bus provides approximately 119,500 passenger trips annually utilizing 24 vehicles that have a passenger capacity ranging from 12 to 33; twenty three of these are lift-equipped for the disabled. Vehicles and dispatch are located in Berrien Springs.
Local Millage	No
Service Area	Berrien Bus operates 22 vehicles in all non-urbanized areas within the county of Berrien.
Eligibility	Service is open to the general public once all agency contract obligations have been met.
Coordination	Berrien Bus coordinates with local agencies that include Gateway Agency, Berrien County Health Department and Michigan WORKS!

Twin Cities Dial A Ride

Area Served

Twin Cities Dial A Ride is the public transit provider for people living in the census-designated Benton Harbor Saint Joseph urbanized area in Berrien County (approximately 62,000 people). Twin Cities Dial A Ride services about 24,000 people within the urbanized area; the rest of the urbanized area receives no service.

Governance

The service is sponsored and under contract by the Twin Cities Transportation Authority, the designated recipient for all of the Federal Transit Administration 5307 funding for entire the St. Joseph Benton Harbor urbanized area. In each urbanized area there is one designated recipient of 5307 funds; TCATA has had this role since 1974 when the funding program was started. There is local support in the form of a millage from the City of Benton Harbor. The board holds regular monthly meetings, which are open to the public. The TCATA director reports monthly ridership, revenues, expenses and performance indicators. The Local Advisory Committee (LAC) provides the board with public feedback about the system along with action items to support them. Very few of the board members or LAC members are regular users of TCATA.

Administrative and Personnel

TCATA's daily operations are overseen by the following personnel:

- Director
- Operations
- Book Keeper
- Secretary

Twin Cities Transportation Authority has 31 employees, and 21 of those are drivers. The average full-time driver pay is \$11.80 per hour and full-time dispatchers are paid \$13.00 per hour. All full-time employees receive health care benefits at no additional cost to the employee. Full time employees who are classified as operations and do not have any supervisory capacity are members of a labor union. All drivers have a Michigan Department of Transportation certified driver's licenses and have passed the MDOT approved health physical.

Table 4.11: TCATA Employees

Staff Role	Full-Time Equivalent	Part-Time Equivalent
Drivers*	10	11
Mechanic*	1	
Dispatcher*	5	
Assistant Director	1	
Secretary	1	
Bookkeeper	1	
Executive Director	1	
Total	20	11

**Union Worker- health,vacation*

Building/Offices

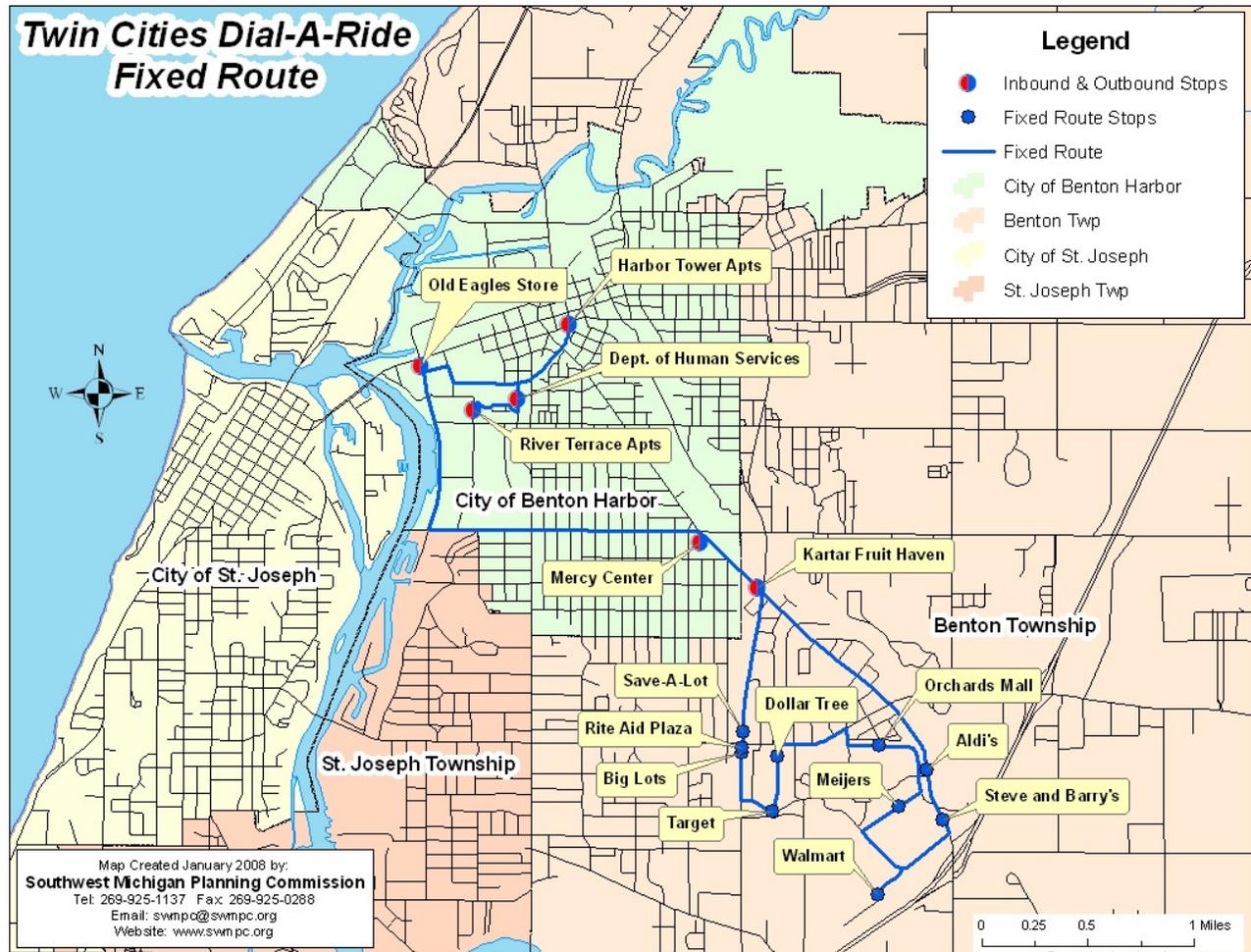
TCATA headquarters is located on Main Street in downtown Benton Harbor. The building is owned by the Twin Cities Transportation Authority. The building houses all operations, bus garage, and executive offices. There is a large waiting room for passengers, as the building serves as a transfer point between different public transit systems such as Berrien Bus. Building and grounds maintenance is contracted out to area firms.

Services Provided

Twin Cities Dial A Ride provides approximately 175,000 passenger trips annually utilizing twenty-three vehicles that have a passenger capacity ranging from 12 to 19; twenty three of these are lift-equipped

for the disabled. Twenty of the vehicles operate an average of 160 hours per day Monday through Saturday. The majority of the hours are used to provide immediate-response curb-to-curb service to the general public in the City of Benton Harbor, Benton Township and the City of St. Joseph. There is one fixed route that uses two vehicles, providing service every half-hour from 9:00am to 5:00pm. This service has relatively low ridership for a fixed route averaging just four passengers per vehicle hour. One reason for this could be that passengers that are on a fixed route are not required to utilize the fixed route service but can make a choice of using demand response service. Only two of the fixed route stops are residential while the rest are retail-oriented in nature. See Figure 4.2.

Figure 4.2: Twin Cities Dial A Ride Fixed Route Service



Dial-A-Ride furnishes bus service to and from the Lake Michigan College Napier Avenue Campus on a regularly scheduled basis during the fall and winter semesters, with pick-up and drop-off in front of the main campus building near the first floor lobby area. Drop-off times are Monday through Thursday at 8am, 10am, and noon. Pick-up times are at 3pm, 6pm, and 9:30pm. On Friday, the last pick-up is at 3pm. Dial-A-Ride furnishes bus service to and from campus on a per-call basis during the spring and summer semesters. Cost for transportation to and from Benton Harbor is 85 cents. The cost to and from Benton Township, Saint Joseph, and Saint Joseph Township is \$1.15.

Fares

The fare schedule is complicated for immediate request dial a ride service. Because residents of Benton Harbor pay a millage they receive a reduced fare while residents of Benton Township and the City of St. Joseph pay a higher fare. Fixed route fares are not reduced for residents. Regular

passenger fixed route fare is \$1.50, seniors, disabled and children pay \$.75. All fares are based on one-way trips.

Table 4.12: TCATA Dial A Ride Immediate Request Service Fares

Travel within the City of Benton Harbor	Fare Amount
Full Fare	\$2.00
½ Fare for seniors, disabled, children and students	\$1.00
Travel between City of Benton Harbor and Benton Twp. Or City of St. Joseph	
Full Fare Residents	\$2.00
½ Fare for seniors, disabled, children and students - Residents	\$1.00
Full Fare - Non Residents	\$3.00
½ Fare for seniors, disabled, children and students –Non Residents	\$1.50
Travel between City of Benton Harbor, Benton Twp. City of St. Joseph or Royaltown Medical Park.	
Full Fare Residents	\$4.50
½ Fare for seniors, disabled, children and students - Residents	\$2.25
Full Fare – Non Residents	\$6.00
½ Fare for seniors, disabled, children and students – Non Residents	\$3.00

Dispatch and Ride Scheduling

TCATA uses a manual dispatch process, in which the dispatcher takes the call and records the origin and destination (only) on a hand-written card. The card is then passed to a dispatcher who radios the information to a specific vehicle. The driver records the request on a hand written log sheet with the time of pickup and time of drop off. Once the driver completes a pickup or delivery, the driver radios back to dispatch. There are no standing reservations and riders must call in every day to schedule a ride using the method above. The scheduling process relies heavily on the dispatcher’s knowledge of the area and being able to keep track of which vehicles are where. Training a dispatcher can take up to six months and the job is so intensive that dispatchers work in short four-hour blocks of time.

Table 4.13: Twin Cities Dial a Ride

Agency	Twin Cities Dial A Ride
Service Description	Twin Cities Dial A Ride operates in part of the St. Joseph Benton Harbor urbanized area. TCATA operates one fixed route and immediate response service. The fixed route service utilizes two vehicles and serves two senior housing complexes for shopping trips to the mall and various strip centers.
Hours	Hours of demand response service are Mon-Fri from 6 pm to 5pm and Sat. from 10 AM to 3 PM. The fixed route service hours are Mon-Fri 9 am to 6 PM and Saturday from 8:00 am4:00 pm
Operations	TCATA provides approximately 175,000 passenger trips utilizing twenty-three vehicles in the fleet that have passenger capacity ranging from 8 to 19; all of them are lift-equipped for the disabled. Vehicles and dispatch are located in downtown Benton Harbor.
Local Millage	Yes – Current Millage: 1.25 Renewal Period: 20 years Beginning: August 2008 Ending: August 2028
Service Area	City of Benton Harbor, St. Joseph and Benton Township.
Eligibility	Services are open to the general public
Coordination	Twin Cities Dial A Ride contracts with various agencies and organizations and provides group trips to seniors, school groups, and non-profit agencies.

Niles Dial A Ride

Overview

Niles Dial-A-Ride Transit (DART) has been serving the greater Niles area since 1974. DART is overseen by the Niles City Council and is staffed by both the City and McDonald Transit (described below). DART is funded by federal and state grants, a transit millage for the City of Niles, and passenger fares. The service consists of demand-response service and one fixed route.

DART's main office is located at 623 North Second Street in downtown Niles. The location also serves as a stop on the fixed route as well as a transfer point to Buchanan Dial-A-Ride and the Berrien Bus transit systems.

Area Served

The service provided consists of demand-response/immediate-request service within the city limits of Niles, Niles Township and Bertrand Township.

Governance

Niles Dial A Ride is overseen by the Niles City Council and is staffed by both the City and McDonald Transit. The board holds regular month meetings which are open to the public. The local advisory committee (LAC) meets on a quarterly basis and provides feedback about the service and recommendations. The City of Niles is responsible for collecting a millage that helps support Niles Dial A Ride.

Administration and Personnel

The Niles City Council contracts Mc Donald Transit to manage transportation services for Niles Dial A Ride. Mc Donald Transit is responsible for operations, maintenance of the facility, and some administration. The transportation coordinator is paid by the City of Niles to monitor service and administer grants. Mc Donald Transit has eighteen employees, and thirteen of those are drivers. The majority of the employees are part-time and work half-day shifts. The average pay for drivers is \$8.25 per hour and dispatcher position pays an average of \$9.50 per hour.

Table 4.15: Niles Fixed Route Schedule and Stops

Staff Role	Full-Time Equivalent	Part-Time Equivalent
Drivers		13
Mechanic	1	
Dispatcher		2
Facility Maintenance		1
Director	1	
Total	2	16

Services Provided

Niles Dial A Ride provides almost 80,000 trips annually by demand-response/immediate-request service and one fixed route. There are eight vehicles in the fleet that have passenger capacity ranging from 10 to 17; all of them are lift-equipped for the disabled. Hours of demand response service are Monday through Friday from 7am to 5pm and Saturday from 10am to 3pm.

Fixed-route service is available Monday – Friday from 10:00am to 5:00pm. There is one route and it travels between the DART office and the Indiana state line. The route stops at many of the major retail destinations and several of the area’s apartment and senior living facilities. Stops are marked with red and white signs.

Figure 4.3: Niles Dial A Ride Fixed Route Service

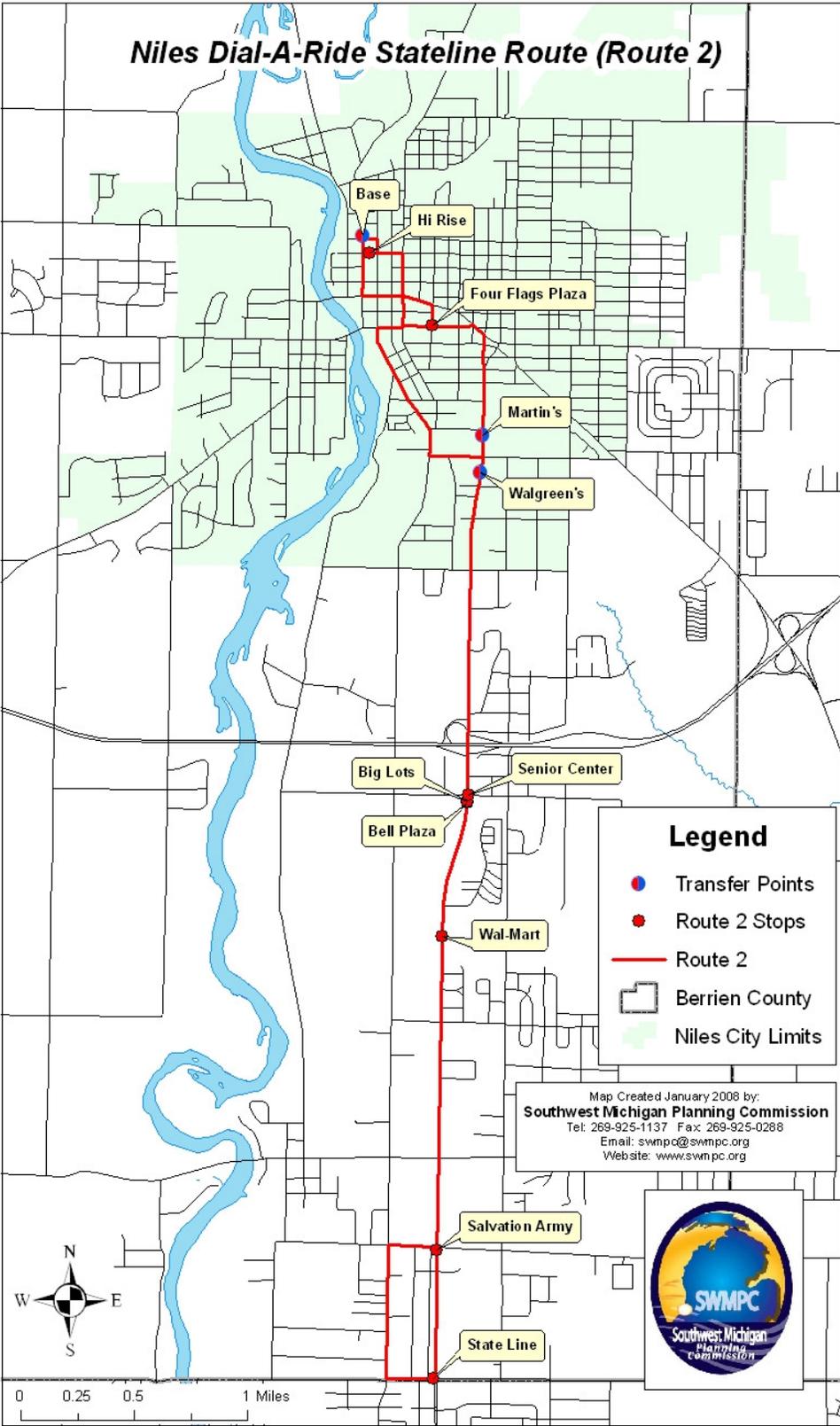


Table 4.15: Niles Fixed Route Schedule and Stops

Destination	Time						
DART Office (623 N. Second St.)	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM
Hi Rise	10:01 AM	11:01 AM	12:01 PM	1:01 PM	2:01 PM	3:01 PM	4:01 PM
Harding's	10:04 AM	11:04 AM	12:04 PM	1:04 PM	2:04 PM	3:04 PM	4:04 PM
Four Flags Plaza	10:06 AM	11:06 AM	12:06 PM	1:06 PM	2:06 PM	3:06 PM	4:06 PM
Rite Aid	10:08 AM	11:08 AM	12:08 PM	1:08 PM	2:08 PM	3:08 PM	4:08 PM
Martin's	10:12 AM	11:12 AM	12:12 PM	1:12 PM	2:12 PM	3:12 PM	4:12 PM
Big Lots	10:17 AM	11:17 AM	12:17 PM	1:17 PM	2:17 PM	3:17 PM	4:17 PM
Senior Center	10:18 AM	11:18 AM	12:18 PM	1:18 PM	2:18 PM	3:18 PM	4:18 PM
Niles Township Office	10:19 AM	11:19 AM	12:19 PM	1:19 PM	2:19 PM	3:19 PM	4:19 PM
Belle Plaza	10:21 AM	11:21 AM	12:21 PM	1:21 PM	2:21 PM	3:21 PM	4:21 PM
Niles Plaza	10:22 AM	11:22 AM	12:22 PM	1:22 PM	2:22 PM	3:22 PM	4:22 PM
Tank Town (Citgo)	10:24 AM		12:24 PM		2:24 PM		4:24 PM
State Line	10:27 AM		12:27 PM		2:27 PM		4:27 PM
Rural King	10:30 AM		12:30 PM		2:30 PM		4:30 PM
Wal-Mart	10:33 AM	11:27 AM	12:33 PM	1:27 PM	2:33 PM	3:27 PM	4:33 PM
Big Lots	10:36 AM	11:29 AM	12:36 PM	1:29 PM	2:36 PM	3:29 PM	4:36 PM
Senior Center	10:37 AM	11:30 AM	12:37 PM	1:30 PM	2:37 PM	3:30 PM	4:37 PM
McDonald's	10:39 AM	11:33 AM	12:39 PM	1:33 PM	2:39 PM	3:33 PM	4:39 PM
Martin's	10:43 AM	11:35 AM	12:43 PM	1:35 PM	2:43 PM	3:35 PM	4:43 PM
3rd & Huron	10:45 AM	11:36 AM	12:45 PM	1:36 PM	2:45 PM	3:36 PM	4:45 PM
3rd & Hickory	10:46 AM	11:36 AM	12:46 PM	1:36 PM	2:46 PM	3:36 PM	4:46 PM
3rd & Broadway	10:46 AM	11:37 AM	12:46 PM	1:37 PM	2:46 PM	3:37 PM	4:46 PM
Harding's	10:48 AM	11:38 AM	12:48 PM	1:38 PM	2:48 PM	3:38 PM	4:48 PM
Four Flags Plaza	10:50 AM	11:40 AM	12:50 PM	1:40 PM	2:50 PM	3:40 PM	4:50 PM
Library	10:51 AM	11:40 AM	12:51 PM	1:40 PM	2:51 PM	3:40 PM	4:51 PM
City Hall	10:51 AM	11:41 AM	12:51 PM	1:41 PM	2:51 PM	3:41 PM	4:51 PM
Hi Rise	10:53 AM	11:43 AM	12:53 PM	1:43 PM	2:53 PM	3:43 PM	4:53 PM
DART Office (623 N. Second St.)	10:54 AM	11:45 AM	12:54 PM	1:45 PM	2:54 PM	3:45 PM	4:54 PM

Fares

Demand-response/immediate-request or scheduled rides within the City limits cost \$3.00 (\$1.50 reduced fare – senior and disabled) Rides to, from, or within Niles Charter Township are \$4.00 (\$2.00 reduced fare – senior and disabled). Children ages two to 12 ride for half fare. Children under two ride free.

Dispatch and Scheduling a Ride

DART uses a manual dispatch process utilizing a person who takes the call and records the origin and destination (only) on a hand-written card. The card is then passed to a dispatcher who radios the information to a specific vehicle. The driver records the request on a hand-written log sheet with the time of pick-up and time of drop-off. Once the driver completes a pickup or delivery the driver radios back to dispatch. There are very few standing reservations, and riders must call in everyday to schedule a ride using the method above.

Table 4.16: Niles Dial A Ride

Agency	Niles Dial A Ride
Service Description	Niles Dial a Ride provides two types of service – one fixed route and the rest immediate request. The fixed route is serviced by one vehicle that service housing complexes and retail establishments in the City of Niles and Niles Township. The service provided consists of demand-response/immediate-request service within the city limits of Niles, Niles Township and Bertrand Township.
Hours	Hours of demand response service are Monday through Friday from 7am to 5pm and Saturday from 10am to 3pm. The fixed route service hours are Monday through Friday from 10am to 5pm.
Operations	Niles Dial A Ride is a transit service sponsored by, and under contract by, the City of Niles. It is contractually managed by McDonald Transit Associates and monitored by the City of Niles transit coordinator. Niles Dial A Ride provides almost 80,000 trips annually by demand-response/immediate-request service and one fixed route. There are eight vehicles in the fleet that have passenger capacity ranging from 10 to 17; all of them are lift-equipped for the disabled. Vehicles and dispatch are located in downtown Niles.
Local Millage	Yes- Current Millage: .25 Renewal Period: 2 Years Beginning: August 2008 Ending: August 2010
Service Area	Niles Dial a Ride provides service to the City of Niles, Niles Township and the south eastern tip of Bertrand Township.
Eligibility	Services are open to the general public.
Coordination	Transfer points with Buchanan Dial-A-Ride and Berrien Bus.

Buchanan Dial A Ride

Overview

Buchanan Dial A Ride has been serving the greater Buchanan area since the mid 1980's. It is sponsored by, and under contract by, the City of Buchanan and Buchanan Township. Buchanan Dial A Ride is contractually managed by Transportation Management Inc (TMI). DART is funded by federal and state grants, a transit millage for the City of Buchanan, and passenger fares. The service consists of demand-response service within the City limits of Buchanan and regular shuttle service to Niles. Dispatch and vehicles are housed in Berrien Bus facility located in Berrien Springs.

Area Served

Service is within the city limits of Buchanan, plus a regular shuttle service to Niles. Linkages are also coordinated with Berrien Bus.

Governance

Buchanan Dial a Ride is overseen by the Buchanan City Council and is staffed by TMI. The board holds regular month meetings which are open to the public. The local advisory committee (LAC) meets on a quarterly basis and provides feedback about the service and recommendations. The City of Buchanan is responsible for collecting a millage that helps support Buchanan Dial A Ride.

Administration and Personnel

The City of Buchanan Council contracts TMI to manage transportation services for Buchana Dial A Ride. TMI is responsible for operations, maintenance of the facility, and some administration. Dispatch and maintenance services are shared with Berrien Bus out of Berrien Springs. The average full-time driver pay is \$9.25 per hour and full-time dispatchers are paid \$10.00 per hour. TMI employees are offered medical 401, vision, dental, 125 flex plan if they choose to participate because there is a cost.

Services Provided

Buchanan Dial A Ride provides scheduled daily shuttle service between certain areas within the county and must be reserved twenty four hours in advance. The shuttle will deviate off the route to pick up passengers with advanced reservations between communities on the shuttle route.

Table 4.17: Buchanan Dial A Ride Shuttle Service Schedule and Fares (One way)

Service		Pickup Times	Fare
From	To		
Monday-Friday			
Niles	Buchanan	7:30 am, 12:00pm, 2:30 pm, 4:45 pm	\$4.00
Buchanan	Niles	7:00 am, 11:30 am, 2:00 pm, 4:30 pm	\$4.00
City of Buchanan	City of Buchanan	7:00 am-5:30 pm	\$1.50
Saturday			
Niles	Buchanan	9:00 am, 11:30am, 2:30pm	\$4.00
Buchanan	Niles	11:00 am, 2:00 pm, 3:00 pm	\$4.00
City of Buchanan	City of Buchanan	9:00 am – 3:00 pm	\$1.50

Seniors, Disabled, Children Half Fare

Dispatch and Scheduling a Ride

Services for dispatch and scheduling are shared with Berrien Bus out of Berrien Springs. Like Berrien Bus, the scheduling process relies heavily on the dispatcher’s knowledge of the Buchan and Niles area and the customer’s travel patterns. To schedule a reservation a customer needs to call Buchanan Dial a Ride twenty four hours in advance and provide a requested pickup address, pickup time, and destination. The dispatcher records the information and then all ride requests are processed and entered into a driver’s manifest for the following day. When the trip is completed the driver reports back to dispatch.

Table 4.18: Buchanan Dial A Ride

Agency	Buchanan Dial A Ride
Service Description	It provides demand-response service within the city limits of Buchanan and regular shuttle service to Niles.
Hours	Monday-Friday 7:00am-5:30 pm.
Operations	Buchanan Dial A Ride is a transit service sponsored by and under contract by the City of Buchanan and Buchanan Township. It is contractually managed by Transportation Management Inc. Buchanan Dial a Ride provides approximately 10,500 passenger trips annually by demand response and shuttle service utilizing. Three vehicles which are all lift equipped. Dispatch and vehicles are housed in Berrien Bus facility, located in Berrien Springs. Buchanan Dial A Ride is supported by a local millage.
Local Millage	Yes - Current Millage: 1.0 Renewal Period: 4 Years Beginning: August 2008 Ending: August 2012
Service Area	It provides demand-response service within the city limits of Buchanan and regular shuttle service to Niles. Linkages are also coordinated with Berrien Bus.
Eligibility	None
Coordination	Transfer points with Berrien Bus and Niles Dial a Ride.

Human Service Transportation

Human service agencies in Berrien County face many challenges in delivering social services to their clients. These challenges are caused both by the low population density and by the number of people receiving some form of public assistance. Often human service agencies need to find or provide transportation to their clients, which can be very costly. The role of these entities varies, with some agencies purchasing vehicles and hiring drivers, some utilizing volunteers or private providers, and others contracting with public transit agencies such as Berrien Bus.

It is often difficult to measure the magnitude of these services since transportation costs are often bundled with the overall cost of providing service to the client. Within the region there are several transportation services provided by human service agencies. While an extensive effort was made to identify the many human service agencies in Berrien County that operates or purchase transportation, this list is not inclusive of all the human service agencies in the county.

Table 4.19 Human Service Transportation Providers

Berrien County Human Service Agencies						
Agency	Agency Type	Geographic Area	People Served	Number of People Served Annually	Operate or Purchase Transportation	Hour of Operation
Homebased Non-nursing Care	Private	Berrien, Cass and Van Buren	55 and older		Purchase	24/7
Benton Harbor/Benton Township Senior Services, Inc	Private	Benton Harbor and Benton Township	Residents Ages 60-64		Operate	M-F 8am-4:30pm
Berrien County Veteran's Services	Public	Berrien County	Military-Veterans		Operate	M-F 8:30am-5:00pm
North Berrien Senior Center	Private	Bainbridge, Coloma, Hagar, Watervliet Twp, City of Coloma and Watervliet	60+ years		Operate	M-F 8am-4:30 pm
Emergency Men's Shelter	Private	Southwestern Michigan	18 or older		Unknown	7 days 6pm-8am
Developmental Disabilities, Riverwood Center	Public	Berrien County	Disabled-Mentally ill		Purchase	M-F 8:30am-5:00pm
Gateway Services, Niles	Public	Berrien County	Adults and Adolescents		Purchase	M-F 8am-5pm
Gateway Services, Benton Harbor	Public	Berrien County	Adults and Adolescents		Purchase	M-F 8am-5pm
Catholic Community Center	Private	Berrien County	Low Income-All ages		Purchase	M-R 9am-Noon
Buchanan Senior Services	Private	Bertrand, Buchanan, Howard,	Senior Citizens		Provide Transportation	M-F 8am-4pm
CARES	Private	Berrien County	Illness-AIDS/HIV		Purchase	M-F 8am-5pm
Michigan Rehabilitation Services	Public	Berrien, Cass and Van Buren	SSI recipients-18-64		Purchase	
Department of Human Services	Public	Berrien County	All ages		Purchase	
United Way of Southwest Michigan	Private	Berrien, Cass and Van Buren	All people of all ages	10,000		24/7
Tri County Headstart	Private	Berrien, Cass and Van Buren	Ages 5 + above federal poverty line		Operate	M-R 9am-3pm Sept-May
Michigan Works	Public	Berrien, Cass and Van Buren	ages 18-65, disabled and income apply	3,500		M-F 8am-5pm
Area agency on Aging	Public	Berrien, Cass and Van Buren	Ages 60 and above, disabled and income apply	12,000	Purchase	M-F 8am-5pm

Private Transportation Providers

There are several taxi companies that provide service in the county and are a critical component in providing transportation for the areas they serve. As with all for-profit companies, their services are focused on ensuring they remain profitable enough to continue their operations. There will always be a role for private providers to play in meeting some of the travel needs around the county. However, for those needs that are not easily met within the constraints of profitability and affordability, publicly supported services have to be counted on for mobility to remain in place for many residents in Berrien County. Also, since many transit-dependent persons have a low income, it is not sustainable for them as individuals to use a high-cost service as a regular means of transportation.

These private providers are often utilized by the human service agencies because of the flexibility of their services in terms of hours of operation and ease of transporting across county lines. The private providers can be seen as competitors to Berrien County public transit providers; however, public transit agencies in Berrien County will never be able to accommodate all transportation needs within the county. Instead public transit and human service agencies should view the private providers as another option and find ways to coordinate transportation services with the private sector to meet customers' needs.

1. Advance Cab

873 E. Empire Avenue
Benton Harbor, MI 49022
Phone: (269) 925-2115

Hours of Operation- 24 hours a day, 7 days a week

Service Areas- Berrien County

Fares-meter at 2.50, 20 cents every 10th of a mile

Accommodations-No

Contracts -Yes

2. Niles Taxi

P.O. Box 997
Niles, MI 49120
Phone: (269) 684-1804

Hours of Operation-transportation 24 hours 7 days,

Service Areas- Berrien, Cass and St. Joseph County

Fares-flat rate structure/pre-determined trip rate, no meters city to city

Accommodations-No

Contract-Yes (HMO Medicaid, Michigan WORKS!)

6. A-Cab & Carrier Service

14566 N Red Bud Trail # 66
Buchanan, MI 49107

(269) 697-0427

Hours of Operation-24 hours/7 days a week

Service Areas- Berrien and Cass Counties

Fares-flat rate, city to city

Accommodations-No

Contracts-Yes (Michigan WORKS!)

Shuttles, Charters, Limousine

1. Care-A-Van-Coloma

6001 Mountain Rd

Coloma, Michigan 49038

(269) 468-2273

Fare-by service area and mileage-mileage only from time of loaded mile

Service Area-go anywhere, major service areas are between Kalamazoo and South Bend, Berrien, Cass, Van Buren Counties, Battle Creek

Hours of Operation-24/7

Accommodations-wheel chair accessible, Gerry chair, door through door service.

Contract-yes, Area Agency on Aging, HMO Medicaid,

2. Lighthouse Concierge Services

St. Joseph, MI

(269)-876-8309

Fare: Varies

Service Area: Region

Hours of Operation-24/7

Accommodations: No

Contracts: (Michigan Works)

Commercial Bus Transportation

Commercial bus transportation is serviced out of the Benton Harbor terminal located in Benton Township. It provides service to Greyhound and Indian Trails. The hours of operation are Monday through Saturday: 9:00am to 2:00pm, 3:00pm to 7:30pm, and Sunday: 12:30 pm-2:00 pm.

Rail

Amtrak has two corridor passenger services in the region including the Wolverine and the Blue Water. The Wolverine passenger service is a 304-mile line that offers three daily round trips from Chicago to Pontiac Michigan, making a stop in Niles, Michigan. The Blue Water is another service that makes a stop in Niles, Michigan from Chicago to Port Huron, Michigan daily. The Saint Joseph-Benton Harbor Amtrak station is located in the heart of downtown Saint Joseph and serves as the stop for the Pere Marquette, a 176-mile line that connects Chicago to Grand Rapids, Michigan, making a stop in Saint Joseph and New Buffalo, Michigan.

Transit/Multi-Modal Infrastructure in Berrien County

Berrien County's current infrastructure has limited coordination with multiple modes of transportation within the county that could allow a person to connect to a destination outside of the county. Currently Berrien County has passenger rail service in the communities of Saint Joseph and Niles. Both of these communities have daily passenger service on Amtrak. Connectivity for transit-dependent persons to use the rail service is limited to the service hours of public transit. Commercial passenger bus service is available in Benton Harbor, but again connectivity for inbound and outbound passengers is limited to the service hours of public transit.

Active Transportation and Public Transit

To promote and maintain active lifestyles, people need a variety of transportation options beyond personal automobiles, including walking, bicycling, and public transit. As state and local agencies design transportation systems, it is critical to provide routine accommodation for all users of the roadway, including pedestrians, bicyclists, individuals with disabilities, seniors, users of public transportation, and motorists. It is particularly critical to consider seniors, since elderly populations are increasing at such a high rate (see Profile of Transit-Dependent Population in Section 3).

Another means to encourage active transportation—non-motorized modes of transportation—is to fund alternative transportation projects that connect walking and bicycle paths to different parts of the city or town. For example, development of greenways is a strategy that utilizes corridors of land that are either natural, such as rivers and streams, or manmade, to connect people and places together. Lastly, improving access to public transit will encourage people to walk and bicycle more as they are moving from one destination to another. The success of public transit efforts is dependent upon density. Also, coordination of transportation and land use planning is critical in order to achieve thriving public transit systems.

Carpool / Go! Rideshare

Southwest Michigan Planning Commission has managed a Rideshare program since 2001. The Rideshare Program in Berrien County works to effect behavioral change among citizens and businesses to reduce traffic congestion and improve air quality. Rideshare staff work one-on-one with employers, employees, and public agencies to develop options for commuting. Initiatives include an outreach effort to assist area employers in establishing and maintaining effective commuting options for employees and job seekers.

The Go! Rideshare website at www.gorideshare.org provides a secure, free real-time commuter matching service available to anyone who lives, works or in Berrien, Cass or Van Buren Counties.

Interested commuters who register with Go! RideShare are sent an email once a match is found of people or co-workers who are going the same direction at approximately the same time of day.

The SchoolPool program shares space on the GO! Rideshare website and provides a secure on-line real time matching service to all public and private schools K-12, technical schools, universities and colleges located in Berrien, Cass and Van Buren Counties.

Technology

With or without increased coordination of services, technology is being relied on by several public transit agencies to provide more effective and efficient service to its customers. Over the past ten years there has been steady growth in the use of custom communications and information technology systems in public transit operations. These systems have been used primarily to automate manual processes, increase the amount and quality of operations data collected, increase system efficiencies, and enhance operating productivity. Technology can result in data that will be useful to link and measure customer needs with the services provided and to better understand trends to support the consideration of new strategies. While technologies have been demonstrated successfully in many larger transit environments, rural and small public transit operations have not yet taken full advantage of transit technology systems.

Technology is neither good nor bad, nor even neutral. Technology is one part of the complex of relationships that people form with each other and the world around them; it simply cannot be understood outside of that concept.

-- Samuel Collins

Some technology applications that are low cost, connect readily to many different products, and are easy to use are emerging in the consumer and business electronics markets. Many of these technology systems are being adapted in rural transit systems and include the following:

- Mobile Data Devices – Palm computers, PDAs (personal data assistants).
- Public Data Networks - Cellular communications network.
- Web based Software- Seamless connections between transit offices and agencies.
- Application Service Providers (ASP) - Firms that rent the use of technology, usually software applications, installed and maintained on the equipment of the ASP.

Several goals and strategies highlighted in the study could be effectively addressed through automation. They included:

- More accurate and detailed reports.
- Increased coordination between human service agencies and Berrien County public transit providers.
- More accessible, more useful customer information.
- Improved scheduling productivity.

SECTION FIVE: UNMET TRANSPORTATION NEEDS AND ISSUES

Participants of the Berrien County Transit Forum provided input on the unmet transportation needs in the county and the region. During this forum participants from across the county who represented various agencies, citizens, private providers and public transit uncovered unmet needs and issues by solving various transportation scenarios for older adults, people with disabilities and people with lower incomes. Each group had to develop two transportation options for each scenario. The options had to include the cost, time, transfers or if the need could not be met with the current transportation options available.

At the conclusion of this exercise the following unmet transportation needs were identified by each group.

Table 5.1: Unmet Transportation Needs in Berrien County

Unmet Transportation Need/Issue	Older Adults	People with Disabilities	People With Low Income	County/ Service Area Specific
Limited transit/transportation services on Saturday, Sundays and evenings especially to serve work related trips.	X	X	X	Countywide
Appropriate travel training in the use of public transit routes is needed, especially for older adults and people with disabilities unfamiliar with services or unsure in traveling without any knowledge of system.	X	X	X	Countywide
Transportation services that allow trip-chaining, mother needs to stop at a daycare before arriving for work location, or a senior needs to stop to have prescription filled after leaving doctor's office but before arriving home.	X	X	X	Countywide
Lack of countywide coordination is a primary barrier.	X	X	X	Countywide
Need door to door services to be available through public subsidized services.	X	X		Countywide
Transportation services that cross county and state lines are needed in the region to access destinations outside of Berrien County, including medical services in Kalamazoo, South Bend, Indiana and Battle Creek.	X	X	X	Regional
Need for safe transfer points for user groups who live outside of the fixed route service areas or other service provider areas.	X	X	X	Regional

Unmet Transportation Need/Issue	Older Adults	People with Disabilities	People With Low Income	County/ Service Area Specific
There is no Sunday service from any public transit provider including senior center transportation.	X	X	X	Countywide
Fares are not consistent across the various public transit service providers and there by are confusing.	X	X	X	Countywide
Job opportunities for transit dependent population is often available in areas of the county not currently served by a public transit agency.	X	X	X	St. Joseph/Benton Harbor UZA
Need for expanded transit service on Saturday, Sundays and evenings especially to serve work related trips.	X	X	X	Countywide
Limited transportation services to access dialysis facilities, current services are not designed to accommodate return trip after treatment.	X	X	X	Countywide
Sufficient marketing is needed to ensure information is available on transportation options.	X	X	X	Countywide
A simplified point of access is needed to obtain transportation services regardless of the funding agency, transportation provider or type of service.	X	X	X	Countywide
Berrien County has over a 31.5 square mile area with a population of over 37,000 people that is not served by public transit.	X	X	X	St. Joseph/Benton Harbor UZA
Lack of fixed routes in areas with higher population densities.	X	X	X	Benton Harbor, Niles, St. Joseph
Infrastructure improvements are needed in areas with high concentrations of no vehicle households to allow for non-motorized transportation (biking/walking)			X	Benton Harbor Niles
Limited options for unplanned transportation needs, especially for trips that require accessible vehicles.	X	X		Countywide

SECTION SIX: STRATEGIES AND POTENTIAL PROJECTS

Meeting the specialized transportation needs of the three diverse and often overlapping segments of the population – seniors, people with disabilities, and lower income individuals – is challenging and will become even more so the future. The following strategies and potential projects identified should:

- Adequately address the unmet/underserved and individualized transportation needs of the targeted populations.
- Maintains consistency with current federal and state funding requirement.
- Build and/or increase overall system capacity and service quality.
- Leverage and maximize existing transportation funding and capital resources.

While potential projects that could be implemented to fulfill these strategies are listed, the list is far from comprehensive and will be updated frequently as other projects that meet the strategies and address the unmet needs are brought forward to or by the Berrien County Transportation Coalition.

Strategy 1:

Establish a structure to build and sustain coordination efforts.

Coordination efforts in Berrien County have lagged because there are individual advisory groups serving each of the transit agencies in Berrien County. There is consensus that a more formalized structure needs to be established to pursue opportunities to improve coordination between the four public transit agencies, as well as between the transit providers and the human service providers (some of whom also provide their own transit service).

Unmet Need/Issue Addressed

- Lack of countywide coordination is a primary barrier.
- Limited transportation services to access dialysis facilities, current services are not designed to accommodate return trip after treatment.
- Fares are not consistent across the various public transit service providers and are thereby confusing.
- Limited transit/transportation services on Saturday, Sundays and evenings especially to serve work related trips.
- Need door-to-door services to be available through public subsidized services.

- Sufficient marketing is needed to ensure information is available on transportation options.

Potential Funding Programs:

- New Freedom
- JARC

Strategy 2:

Raise the visibility and understanding of public transportation services in Berrien County, to support efforts to build both ridership and the local funding base for public transit services.

Agency representatives and customers have expressed concerns about the lack of understanding most people have about public transit in Berrien County. It is vital that customers, caseworkers, agency staff, employers and medical facility personnel are familiar with available transportation services. Increasingly, public transit agencies in the United States are reaching out to perspective riders and agencies through Mobility Managers.

Human and public transit service agencies in Berrien County are in support of creating a Mobility Manager position that would provide local human service, workforce development, and nonprofit organization staff with the information and training they need to help match individuals with the appropriate form of transportation. Specifically the Mobility Manager would:

- Inform staff at human service agencies, workforce development agencies, and nonprofit organizations about the available transportation options, how their customers or clients can access and pay for them, how to develop an individualized transportation plan, and how to gather data on unmet needs.
- Collect information gathered by direct service providers on unmet transportation needs within the community and voices those needs during the local transportation planning/coordination process.

Expanded use of technology, specifically, the use of a website to provide information on transportation services in Berrien County and surrounding region would benefit customers and agencies. This website could serve as a gateway to transportation options in Berrien County by providing links to transportation tools such as a trip planner and a searchable database to allow people, case managers

and agencies to find transportation options in Berrien County. This website could assist in helping build an overall understanding that public transit benefits a broad cross section of people, both riders and non-riders, by providing mobility that enhances people's lives, local economies and communities.

Creating system awareness is crucial for creating support for public transit from the community at large. Through effective public outreach (right product and message to reach target audience) the citizens of Berrien County can gain a better understanding of:

- Populations that depend on public transportation.
- Public transit's services and strengths.
- Actual costs to provide services.
- How public transit benefits the county.

Unmet Need/Issue Addressed

- A simplified point of access is needed to obtain transportation services regardless of the funding agency, transportation provider or type of service.
- Sufficient marketing is needed to ensure information is available on transportation options.
- A simplified point of access is needed to obtain transportation services regardless of the funding agency, transportation provider or type of service.
- Lack of countywide coordination is a primary barrier.

Potential Funding Programs:

- New Freedom
- JARC
- CMAQ

Strategy 3:

Increase Efficiency and Accessibility with Rural Flex-Route Service

Flexible transit routes combine elements of both fixed-route transit service and demand-responsive service; flex-route vehicles may travel an approximate route with stops determined by prior passenger requests, or they may serve fixed stops, with periodic deviations to pick up or drop off a passenger on a demand-response basis. Flexible routes can be a way to serve both demand-response passengers (with curb-to-curb service via route deviation) and the general public (fixed stops). Flex-route service

may operate as feeder service, extending the reach of general transit service into areas where fixed route service would be inefficient. As transit agencies search for ways to improve efficiency and to serve new rider markets, alternatives such as these may provide part of the answer. Characteristics of a flex-route are:

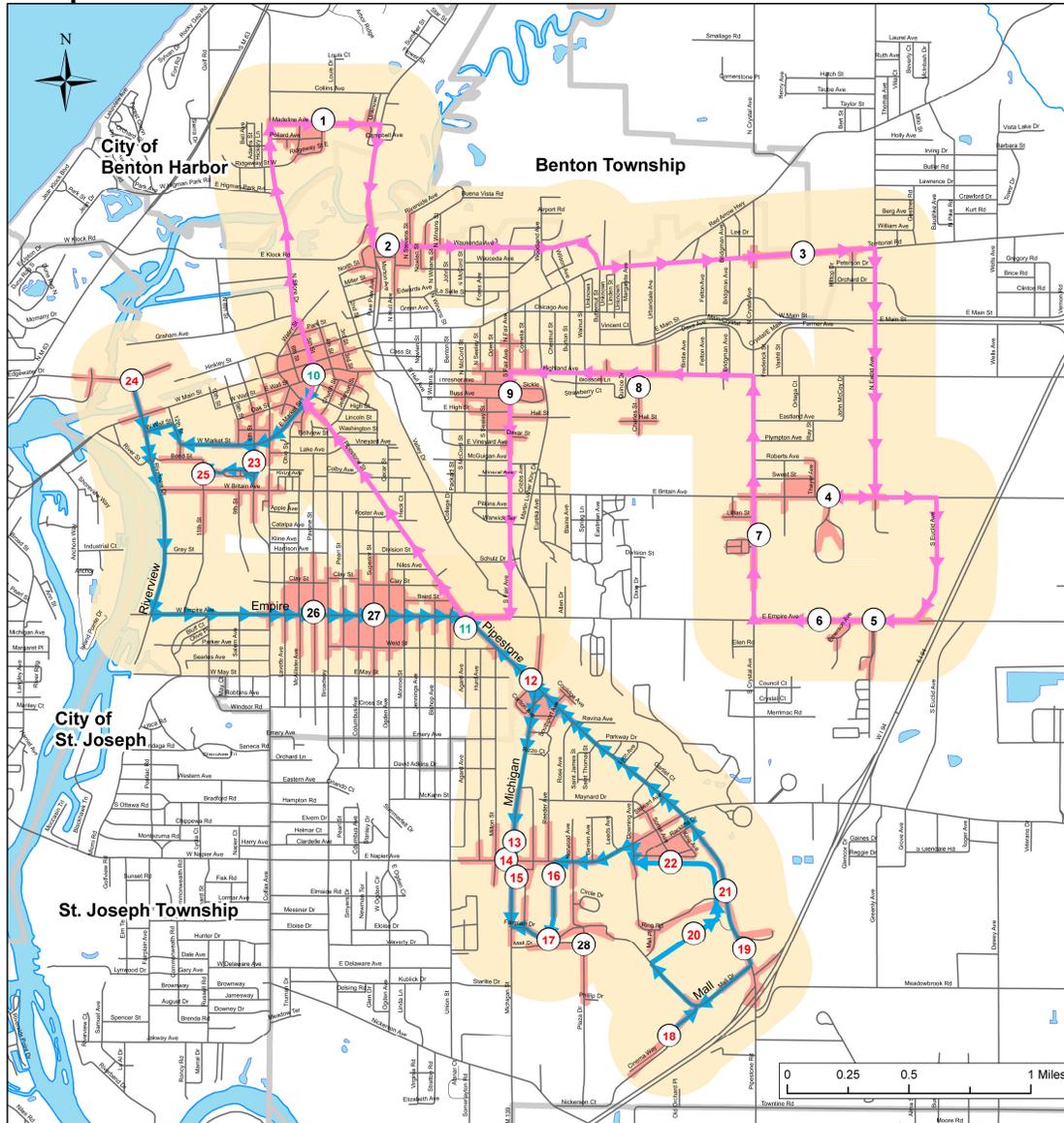
- The bus follows a defined route, picking up and dropping off passengers at designated stops.
- The bus will also "flex" off its route. The driver will re-route the bus to locations within a predetermined buffer distance of its usual route when a passenger has made a reservation in advance.

Berrien Bus and Buchanan Dial A Ride offer an informal flex-route service with their scheduled shuttle services. The informal flex routes the two systems offer have no published times and points of pickup. Many benefits can be achieved by offering more formal flex-routes in rural areas of Berrien County.

Often flex-routes can reduce duplicative routing, decrease miles traveled, fill empty seats, and create new revenue. An intangible benefit to the public transit provider is additional the publicity and ridership generated by the publicity of the new bus stops and schedules. Public transit may seem more understandable and accessible to the general public with the introduction of publicized flex-routes. The published schedule provides predictability and the ability of riders to schedule appointments to meet the schedule. Further, there is integration of the disabled population with other passengers. This furthers the ADA's goal of inclusion. One interesting benefit that may result with flex-routes is that cost savings may be realized for human service agencies. As general ridership grows, fares may offset expenses allowing the transit provider to reduce trip costs for agencies that are billed on a per client basis.

The five flex-routes described in this study were developed and mapped utilizing information gathered at various meetings during this study. The proposed rural Flex Routes (see Figure 6.2) would operate with a few fixed stops at scheduled times, but could pick up and drop off passengers with reservations at other locations within the flex-route area (three miles on either side of route) in between the fixed stops. The five flex-routes would connect with flex routes (with ¼ mile flex distance) in Benton Harbor/St. Joseph and Niles so passengers could access common destinations within those activity centers.

Figure 6.1: Proposed Fixed Routes



Twin Cities Dial-A-Ride Proposed Route

Legend

- Proposed Fixed Route
- Existing Fixed Route
- 1/4 Mile From Stop (Walking Distance)
- 1/4 Mile From Route (Flex Area)

Location of Proposed Stops, Existing Stops, and Proposed Transfer Points

Labels do not represent the order of the stops on the routes.

Label	Proposed Stops
1	Group Housing
2	KPEP
3	Cogic Village Apartments
4	Country View Apartments
5	Ravines Mobile Home Park
6	E Rayford Senior Housing
7	Crystal Mobile Home Park
8	Orchard Housing
9	Bus Housing
26	Empire & Pavone
27	Empire & Superior
28	Harbor Pointe Apartments

Label	Proposed Transfer Points
10	Harbor Tower Apartments/ Twin Cities Dial-A-Ride
11	Mercy Center

Label	Existing Stops
12	Kartar Fruit Haven
13	Save-A-Lot
14	Rite Aid Plaza
15	Big Lots
16	Dollar Tree
17	Target
18	Walmart
19	Applebee's
20	Meijers
21	Aldi's
22	Orchards Mall
23	Dept. of Human Services
24	Michigan Works!
25	River Terrace Apts

Map Created June 2009 by:
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There are a number of things that need to be considered from the perspective of users and transit agencies:

Training: The service is much different than traditional service. Drivers, supervisors, dispatcher, reservation (customer service) agents all require training.

User Information: Flexible service requires more involvement on the part of the rider and user information must be more detailed and is critical to success.

Unmet Need/Issues Addressed

- Job opportunities for transit-dependent population are often available in areas of the county not currently served by a public transit agency.
- Berrien County has over a 31.5 square-mile area with a population of over 37,000 people that is not served by public transit.

Potential Funding:

- New Freedom
- JARC

Strategy 4:

Use current demand-response services more efficiently to expand capacity of current services offered to individuals who need human service and specialized transportation by integrating countywide rural service, small urban dial-a-ride services, and fixed-route services.

There is an existing demand for transportation that is not currently being served because of capacity restraints. This demand is anticipated to grow tremendously over time, yet services will remain constrained because of a lack of funding and/or the lack of political will to provide additional funding. As such, it is up to human service agencies and transportation service providers to make strategic decisions that can help stretch available dollars, making their services operate more efficiently while at the same time maintaining acceptable levels of service.

Integrating both demand-response service (for seniors and disabled persons) and fixed-route services (for able-bodied riders) can be a cost-effective way to reduce the number of general public demand-response trips. With the reduction in general public demand response trips there is additional capacity to provide rides to those individuals who require specialized transportation.

With this in mind, proposed conceptual routes have been created (see Figure 6.1 and Figure 6.2), including a combination of fixed routes in higher density areas and flex-route service in the rural areas with scheduled transfer points throughout the county. The service recommendations have been developed to focus on those areas with the highest needs and highest concentrations of people typically dependent on public transportation, i.e. low income, elderly, low household vehicle ownership and mobility-handicapped (physical and mental).

The goal of all of these new service concepts is to provide an optimized route structure to increase the ability of public transit to accommodate trips between cities in rural and urban areas in Berrien County.

All of these concepts require a high level of coordination among public transit agencies. Some of the immediate issues that must be addressed since passengers would be transferring from one public transit system to another are the following:

Fares: Each public transit system has a different set of fares. Transfer policies and fares would need to be standardized. Eligibility for reduced fares would also have to be standardized.

Increased Coordination: Increased coordination between public transportation providers will be required so that services are compatible with one another. This includes resolving issues such as defined hours of service, transfer policies and timed connections between systems (i.e., do buses wait for connecting trips, and if so, how long?).

Maintenance and Storage: To reduce “dead head” miles an optimized route structure could require transit agencies to store and maintain a vehicle in another transit provider facility. This could reduce dead head miles especially in rural areas of the county.

First and Last Mile: Transit systems need to work together to provide the all important first and last mile of service which will make public transportation available to most of the county.

Other operating policies that should be considered on a countywide basis:

- Requesting rides
- Same day service requests
- Personal care attendants
- Pets and service animals
- Transporting children

- Mobility devices
- Canceling rides
- No-Show policy
- Subscription trips
- Inclement weather
- Customer responsibility
- Behavior on the bus

Unmet Need/Issue Addressed:

- Need for expanded transit service on Saturday and Sundays and evenings especially to serve work related trips.
- Limited options for unplanned transportation needs, especially for trips that require accessible vehicles.
- Fares are not consistent across the various public transit service providers and there by are confusing.
- Need for safe transfer points for user groups who live outside of the fixed route service areas or other service provider areas.

Strategy 5

Make fixed routes more accessible, thereby decreasing rider dependence on demand-response service, by creating a pedestrian- and bicycle-friendly infrastructure that will encourage people to walk and bicycle to transit stops.

To promote and maintain active lifestyles, people need a variety of transportation options beyond personal automobiles, including walking, bicycling, and public transit. As state and local agencies design transportation systems, it is critical to provide routine accommodation for all users of the roadway, including pedestrians, bicyclists, individuals with disabilities, seniors, users of public transportation, and motorists. This is particularly important for seniors, since elderly populations are increasing. There are several strategies and tools that can make fixed routes more accessible:

- **Implement “complete streets” policies to provide for the safe and convenient travel of all users of the roadway, including pedestrians, bicyclists, public transit users, motorists, children, seniors, and people with disabilities.** “Complete streets” is a design

strategy to ensure that all roads provide routine accommodation for all users, including bicyclists, transit users, and pedestrians of *all ages and abilities*. This is done by including or enhancing pedestrian and bicycle infrastructure during routine road maintenance and repair, new construction, and redesign. Comprehensive complete streets solutions include: 1) traffic calming measures, such as widening sidewalks, raising medians, and narrowing roadways; 2) placing bus stops in a safe and convenient environment; and 3) making various improvements (e.g., refuge medians) for disabled travelers—all of which play a role in reducing the number of crashes and reducing pedestrian risk of injury.

- **Connect roadways to complementary systems of trails and bicycle paths that provide safe places to walk and bicycle for children, seniors, and the general public.** Active transportation systems (i.e., seamless networks of accessible trails, sidewalks, and on-road bike facilities) present opportunities for physical activity and provide safe connections between community destinations such as parks, schools, retail stores, and workplaces. Walking and bicycle paths, trails, and greenways that are separated from traffic will enable people, especially children and seniors, to walk or bicycle safely from one place to another.
- **Encourage the adoption of pedestrian and bicycle master plans, which can be incorporated into city general plans and capital improvement programs.** Developed at a local or regional level, bicycle and pedestrian plans can be integrated into local city plans and capital improvement programs to reflect a commitment to increasing walking and bicycling. Pedestrian and bicycle plans tend to articulate goals for increasing trips by foot and bicycle, safety, accessibility, and connectivity of passages for pedestrians and bicyclists. Many communities are starting to utilize the Safe Routes to School criteria as building blocks to support campaigns such as safe routes to health care, transit, food, and parks.

Unmet Need/Issue Will Address:

- Infrastructure improvements are needed in areas with high concentrations of no vehicle households to allow for non-motorized transportation (biking/walking).
- Need for safe transfer points for user groups who live outside of the fixed route service areas or other service provider areas.
- Job opportunities for transit dependent population is often available in areas of the county not currently served by a public transit agency.
- Transportation services that allow trip-chaining (i.e., a mother needs to stop at a daycare before arriving for work location, or a senior needs to stop to have prescription filled after leaving doctor's office but before arriving home).

Potential Funding:

- U.S. Department of Energy Conservation Grant Block Program
- CMAQ

SECTION SEVEN: COORDINATION

Historically, goals and objectives have tended to remain separate and little attention has been given to coordination, integration, or interoperability between the systems. Service gaps between service boundaries, lack of coordinated schedules and lack of a coordinated fare system have contributed to sub-optimal transit service in Berrien County. Currently the transit agencies tend to think in terms of serving each of their customers by concentrating on the section of the trip within their service boundaries, thereby making it the customer's responsibility for managing their own mobility and access across the four different service areas within the county. A large portion of the Benton Harbor Saint Joseph urbanized area has no transit service available making some connections impossible.

A new long term common vision needs to be established among local transit agencies, human services agencies and local government to broaden the services provided, to improve the quality of transit, and to increase the effectiveness of these services from the customer's standpoint. The common vision that focuses on management of customer service will encourage coordination, drive change in business practices and organizational structures and in the end will increase accountability in where and how service is provided across the county.

The Berrien County Transportation Coalition structure has been formalized to ensure efforts continue to move forward and establish a countywide and eventually a regional structure to support the principles of:

- **Develop Community Benefit** - To provide the county with benefit overall, not just in a transit-focused manner. By enhancing the ability of people to make a number of choices for transportation and by providing alternative transportation for those who have no choice, the County's viability, diversity and livability is improved.
- **Connectivity** - To create ease of service between people, places and modes, by assuring that reasonable ways to connect between different providers (of transit service) and different modes are not only available, but are easy to understand and easy to use.
- **Geographic Reach** - To assure that the geographic locations and concerns of stakeholders, are thoughtfully integrated into planning and delivery of transit services to the greatest degree possible.
- **Customer Satisfaction** - To make the customer the focal point of our processes, and to assure that the ease of use, flexibility of service, and satisfaction of the customer is top priority.

The Berrien County Transportation Coalition will provide an ongoing forum for members to discuss any local transportation needs, especially those of older adults, people with disabilities and people with lower incomes. The Coalitions will meet three to four times a year, and at minimum shall:

- Review applications for funding through JARC and New Freedom projects and provide recommendations.
- Bring new funding partners to public service transportation (i.e., medical facilities, employers, senior care facilities).
- Public transit, human service transportation providers, and the public will work together in establishing priorities with regard to county transportation services.
- Review and discuss strategies for coordinating services with other counties in the region and out-of-state to help expand mobility options.
- Appoint a representative, such as a Mobility Coordinator, to serve on a state-level body.
- Provide updates for the Berrien County Coordinated Public Transit-Human Services Transportation Plan.

CONCLUSION

The identification and assessment of specific transportation needs for transit-dependent individuals (i.e., those with disabilities, seniors, and people with low incomes in Berrien County) was a threefold process. First, census data was collected for the three population segments and mapped to create a transit dependent profile for the census designated rural and urban areas of Berrien County. Second, Transit Forum participants provided input on unmet transportation needs that are detailed in Section Five. Lastly, the Berrien County Transportation Coalition provided final review on the needs ultimately included in this plan.

A large percentage of the county's population looks towards the Benton Harbor/St. Joseph area for employment, shopping, and medical services. Communities including Niles, Buchanan, and New Buffalo in the southern portion of the county are oriented toward urban activity centers in South Bend and Michigan City, Indiana for shopping and employment. Residents in Berrien County also look to medical service and employment opportunities in the Kalamazoo and Battle Creek areas.

Census 2000 data demonstrate that Berrien County as a whole exceeds the statewide data for percentages of the population that are over age 65, have disabilities, and are below poverty level. This is a county with a significant population of seniors, people with disabilities, and people with lower incomes, and one that therefore has extensive transportation needs. The Twin Cities area and the City of Buchanan have areas in which 25 to 50 percent, or more, of the population is over age 65. Senior care facilities in the Niles and Buchanan area are served by door-to-door and fixed route service, while some senior care facilities in the Twin Cities area have no transit service. By 2020, that number of older adults will represent 33 percent of Berrien County's population. There is an increasing demand for services from people with health, mobility and income limitations. People rely on public transit to access nutrition services, employment, medical care, education and other basic community services, as well as to enjoy an active life in the community.

Several rural areas in Berrien County (i.e., Berrien Springs, rural Benton Township, and areas north of Watervliet) that have higher-than-average proportions of residents with disabilities have very limited-schedule transit service. The service is limited only to Berrien Bus, and transfers to other transit operators are often required to reach the necessary destinations. Berrien County has several urban and rural communities that have high poverty rates, which goes hand in hand with a low car ownership rate. These communities have very little transportation access to employment hotspots that are not serviced by Twin Cities Dial A Ride.

Historically, goals and objectives for Berrien County's four transit operators have tended to remain separate, and little attention has been given to coordination, integration, or interoperability between the systems. Service gaps between service boundaries, lack of coordinated schedules, and lack of a coordinated fare system have contributed to sub-optimal transit service in Berrien County. A large portion of the Benton Harbor Saint Joseph Urbanized Area has no transit service available, making some connections impossible.

Berrien County's transit service consists of a blend of immediate-request dial-a-ride service, fixed routes, and 24-hour-reservation demand-response services. All of the four public transit providers have some level of weekday service Monday through Friday. However, several of these systems operate eight to ten hours per day or fewer, ending their service day by 5:30 p.m. These hours make it very difficult, if not impossible, for most people to consider riding transit as a means of getting to their place of employment for day-shift work, and precluding any other shift coverage. Two of the systems provide limited Saturday service, and none of the systems provide Sunday service.

A declining supply of operating funds has caused difficulties for the transit operators in Berrien County, such as: preventing expansion of the service area; uncertainty of future funds making it difficult to plan ahead; and forcing local governments to make up costs. Rising fuel cost and utility costs have put pressure on transit agencies, keeping them from spending sufficient funds on marketing and advertising to help the public understand the transit system.

The Michigan Department of Transportation's level of service indicators are: cost per passenger, cost per mile, cost per hour, passenger per vehicle hour, and passenger per vehicle mile. Niles Dial A Ride meets all of the state averages, while Berrien Bus, Twin Cities Dial A Ride, and Buchanan Dial A Ride fall short of the average number of passengers per vehicle mile. Twin Cities Dial A Ride and Buchanan Dial A Ride also have fewer than average passengers per vehicle hour, and Buchanan Dial A Ride exceeds the state average cost per passenger. Stakeholder interviews also identified a need to increase the level of service when it comes to: fixed routes for high-density areas; serving employment-related needs; coordinating with human service and medical service providers; out-of-county trips; and marketing.

The Berrien County Coordinated Transportation Coalition was formed out of the process of this study, and is made up of representatives from social service providers, state and county government

departments, and transit operators. The Coalition is continuing to work toward the goals established in this study: 1) Adequately address the unmet/underserved and individualized transportation needs of the targeted populations; 2) Maintain consistency with current federal and state funding requirement; 3) Build and/or increase overall system capacity and service quality; 4) Leverage and maximize existing transportation funding and capital resources. The strategies that will be used to accomplish the above include:

- Establish a structure to build and sustain coordination efforts.
- Raise the visibility and understanding of public transportation services in Berrien County, to support efforts to build both ridership and the local funding base for public transit services.
- Increase efficiency and accessibility with Rural Flex-Route Service
- Use current demand-response services more efficiently to expand capacity of current services offered to individuals who need human service and specialized transportation by integrating countywide rural service, small urban dial-a-ride services, and fixed-route services.
- Make fixed routes more accessible, thereby decreasing rider dependence on demand-response service, by creating a pedestrian- and bicycle-friendly infrastructure that will encourage people to walk and bicycle to transit stops.

The potential funding sources to use in carrying out these strategies include: 1) the New Freedom program, to expand transit services for the elderly and person with disabilities; 2) the Job Access and Reverse Commute program, for a wide range of projects to increase access to employment; 3) Section 5310 grant funding for capital equipment purchases to transport the elderly and persons with disabilities; 4) 5307 funding for capital projects in urbanized areas; 5) 5311 funding for public transportation in non-urbanized areas; and 6) CMAQ funding – Congestion Mitigation and Air Quality.

APPENDIX A

FUNDING SOURCES

**5310, JARC, New Freedom,
5307, 5311, CMAQ,
Conservation Grant Block Program**

Funding Program Information

New Freedom Program

The New Freedom Program is a newly created program under SAFETEA-LU. The purpose of New Freedom is to expand transportation services for the elderly and persons with disabilities beyond what is required by the Americans with Disabilities Act (ADA). Some examples of this include same-day service, door-through-door service, and service beyond the ¾-mile requirement of a fixed route. New Freedom Program funding must be competitively solicited in 2008. The current structure requires a 50 percent local match for net operating deficit or a 20 percent local match for capital expenses.

Program Eligibility

Solicitations for projects wishing to apply for funding under the above-mentioned federal programs should consider the following FTA-established criteria when establishing priorities:

- Ability of the program to address current gaps in service delivery in communities where significant demand exists.
- Supports or initiates coordination efforts that are achievable within the technical capacity of the project sponsor.
- Makes use of available resources and leverages resources to the greatest extent possible.
- Establishment of new means of coordination that promote further efficiencies and opportunities.
- Ability to document successful implementation for continuing projects.

Projects identified in this document under Strategies and Actions are eligible because they have been recognized as needs. In addition, projects with documentation exhibiting some degree of new coordination that fill and identified need or gap will be eligible if the coordination is deemed appropriate. Eligible projects, according to the FTA, will include the following:

Mobility Management – These activities are eligible capital projects defined as “consisting of short-range planning and management activities and projects for coordination among public transportation and other transportation service providers carried out by a recipient and sub-recipient through an agreement entered into with a person, including a government entity; but excluding operating public transportation services.” They can be funded by federal transportation grants that include a capital option. Examples of eligible projects include:

- Development of coordinated transportation plans.

- Maintenance and operation of transportation brokerages to coordinate providers, funding agencies, and customers.
- Development and maintenance of other transportation bodies and their activities, including Transportation Management Organizations (TMO) and neighborhood travel coordination.
- Development and support of transportation coordination information centers, including one-stop call centers and management of eligibility requirements and arrangements for customers among supporting programs.
- Acquisition and operation of intelligent transportation technologies to help plan and coordinate vehicle scheduling, dispatching, and monitoring technologies as well as billing and payment systems.

Job Access and Reverse Commute

The JARC Program provides funding for developing new or expanded transportation services that connect welfare recipients and other low income persons to jobs and other employment-related services. MDOT is the designated recipient for JARC funds in areas of the State with populations under 200,000 persons.

From its inception in federal fiscal year (FFY) 1999, Federal JARC funds were awarded as a discretionary grant, and Michigan received a significant amount of grant funding under this program. A major impact to the JARC Program in the SAFETEA-LU legislation was a change to a formula program based on the number of low-income individuals in each state, significantly reducing the amount of funds Michigan receives. This change has made JARC funding more competitive, increasing the need for specific priorities to meet the transportation needs of people with low incomes. Examples of eligible projects targeted at welfare recipients and eligible low-income individuals transitioning into work include:

- Public transit late-night and weekend service.
- Public transit guaranteed ride home service.
- Expanding fixed-route mass transit routes.
- Demand-responsive van service.
- Ridesharing and carpooling activities.
- Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides.
- Promotion of public transit for non-traditional work schedules.

- Voucher programs targeted to persons entering the workforce or on welfare.

Recommended Performance Measures – The FTA has established recommended measures of performance for projects applying for funding under FTA Section 5310, FTA Section 5316, and/or FTA Section 5317. The performance measures will fall under the following categories:

- **Efficiency of Operations** – Increase the number of rides for persons who are older, persons with disabilities and persons with limited incomes for the same or lower cost.
- **Program Effectiveness** – Increase the number of communities with easier access to transportation services for persons who are older, persons with disabilities and persons with limited incomes.
- **Customer Satisfaction** – Increase the quality of transportation services for persons who are older, persons with disabilities and persons with limited incomes. The percentage of increase is stated in terms of an annual target, which will be established after a baseline has been determined and validated during the first year. For 316 (JARC), baseline figures will be established in the first year of the program whether they are new or existing services for the following: cumulative number of jobs reached through the provision of JARC-related services for low-income individuals and welfare recipients.

Section 5310 (Elderly and Individuals with Disabilities)

The federal grant funds awarded under the Section 5310 program provide financial assistance for purchasing capital equipment to be used to transport the elderly and persons with disabilities. Eligible recipients include private nonprofit agencies, public bodies approved by the state to coordinate services for elderly persons and persons with disabilities, or public bodies that certify to the state that no nonprofit agencies are available in an area to provide the service. The Section 5310 grant provides 80 percent of the cost of the equipment purchased, with the remaining 20 percent provided by the applicant organization, and some non-transportation federal sources may be able to be used as matching funds.

Federal Section 5310 funds are apportioned annually by a formula that is based on the number of elderly persons and persons with disabilities in each state. The Michigan Department of Transportation (MDOT) is the designated recipient for Section 5310 funds in Michigan, with the Bureau of Urban and Public Transportation (UPTRAN) providing management and overall policy direction of the Section 5310 program in Michigan.

5307 Funding (urbanized areas)

The Formula grant program for urbanized areas (population over 50,000) providing capital, operating (for agencies population under 200,000), and planning assistance for mass transportation. The amount allocated to each urbanized area is determined by a formula based on population and population density and the other half on vehicle miles and passenger miles. It provides funding for capital and planning at 80 percent and for operating at up to 50 percent.

The Federal Transit Administration (FTA) annually allocates the 5307 funds to the Twin Cities Transportation Authority (TCATA), the designated recipient for the St. Joseph Benton Harbor urbanized area. In each urbanized area there is one designated recipient of 5307 funds; TCATA has had this role since 1974 when the funding program was started. Niles Dial A Ride is the designated recipient for the Niles urbanized area.

These funds are primarily used for capital projects, such as purchase of buses, bus equipment or construction of facilities. Planning projects identified in the Unified Work Program and limited-operating projects (for example, the capital cost of contracting services and preventative maintenance) can also be funded.

5311 Funding (non-urbanized areas)

Section 5311 provides funding for public transportation in non-urbanized areas. Funds are apportioned to the states according to a statutory formula based on each state's population in rural and small urban areas (population under 50,000).

This is a state-administered program in which the federal government allocates the funds to states, and the states oversee the program and determine the criteria for eligible projects. In Michigan, nearly all of the funds are dedicated to operating expenses. Capital and administrative expenses are funded at up to 80 percent of the net project costs, while the state funds a fixed percentage of operating costs – currently about 16 percent of eligible non-urban operating expenses. Operating expenses are funded at up to 50 percent of the net project costs. Eligible recipients include public bodies and private nonprofit organizations. Each state must spend 15 percent of its appropriation for the support of inter-city bus transportation, unless the governor certifies that the intercity bus transportation needs of the state are adequately met.

Berrien Bus and Buchanan Dial-A-Ride are the designated recipients of 5311 funds from the State of

Michigan for Berrien County.

CMAQ Funding (Congestion Mitigation/Air Quality)

The U.S. Congress created the CMAQ program in 1991. The primary purpose of this program is to fund improvements to the transportation system which reduces vehicle exhaust emissions in non-attainment and maintenance areas. This federal-aid program funds projects that improve the flow of traffic on the existing roadway system or transit and related projects that reduce the demand for the roadway system.

Eligible transit projects include the purchase of buses, expanded service and/or operations of new programs for up to 3 years. In most cases the CMAQ program provides 80 percent of the project cost; the applicant is responsible for the balance. CMAQ funding is awarded based on a regional competitive application process. Projects are evaluated on a benefit/cost ratio based on the reduction of emissions, as well as the overall quality of the project. All cities, villages, county road commissions, MDOT, public/private partnerships, and transit agencies are eligible to apply for funding.

APPENDIX B

Berrien County Transportation Coalition Members

Berrien County Transportation Coalition Members

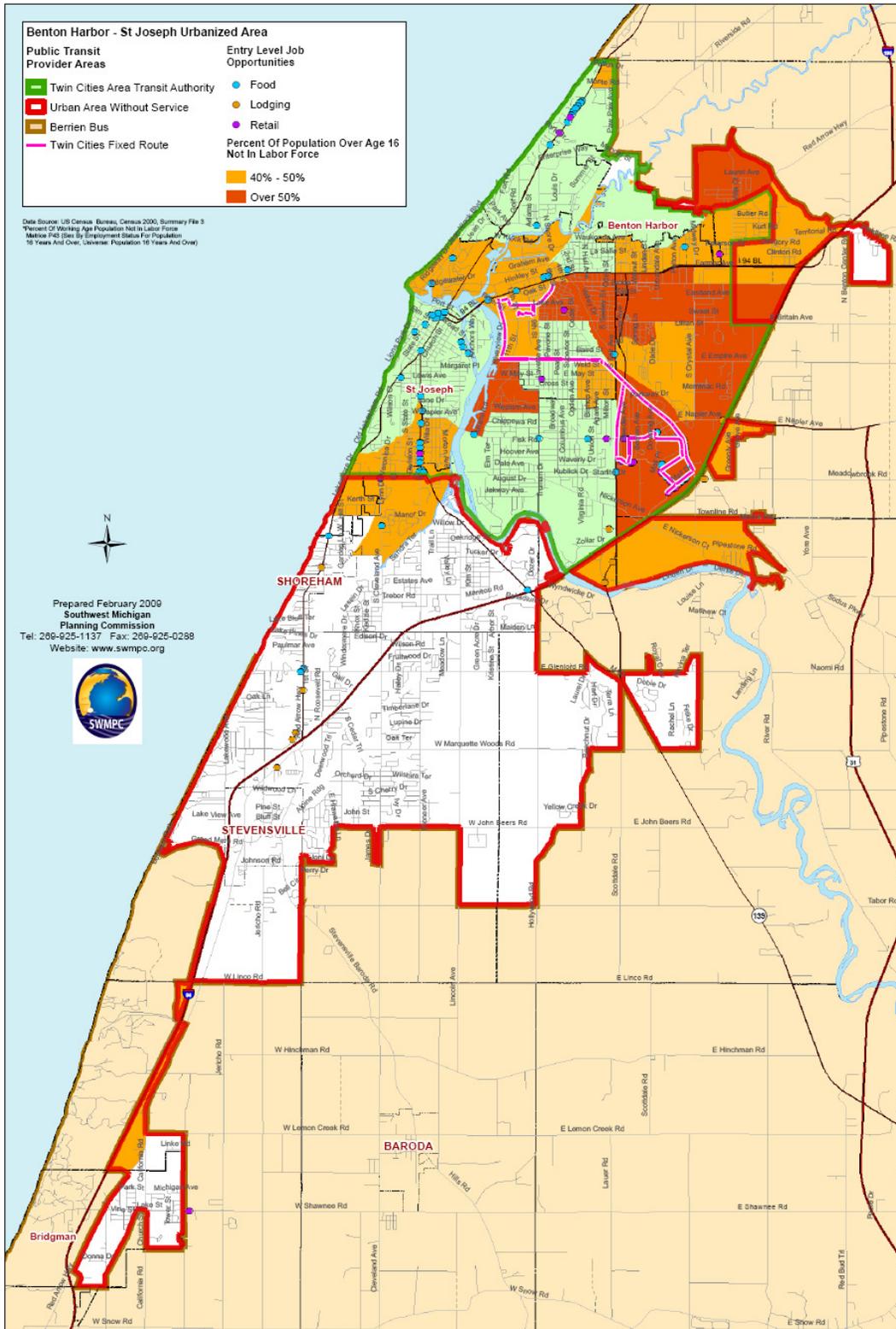
Felicia Flowers	Michigan Disability Resources
Judy Lammers	Area Agency on Aging
John Plevich	Niles Dial a Ride
Kelly Getman-Dissette	Niles Dial a Ride
Dennis Schuh,	Berrien Bus
Kim O'Haver	Buchanan Dial a Ride
Bill Purvis	Twin Cities Dial a Ride
TJ Taylor	Twin Cities Dial A Ride
Kathy Ellis	Community Connections
Jamie Applin	Michigan WORKS!
Todd Gustafson	Michigan WORKS!
Jeananne Bishop	Disability Navigator
Anna Murphy	United Way
Warren Washington	Child and Family Services
Pamela Miller	Consortium for Community Development
Lindsay Garcia	KPEP
Rose Hunt	Heartland Alliance,
Jennifer Swingler	Opportunity Center
Dawn Schroeder	Opportunity Center
Jerry Franks	Michigan Department of Human Services,
Theresa Green	Berrien County Health Department
Twyla Smith	Southwest Michigan Community Action Agency

APPENDIX C

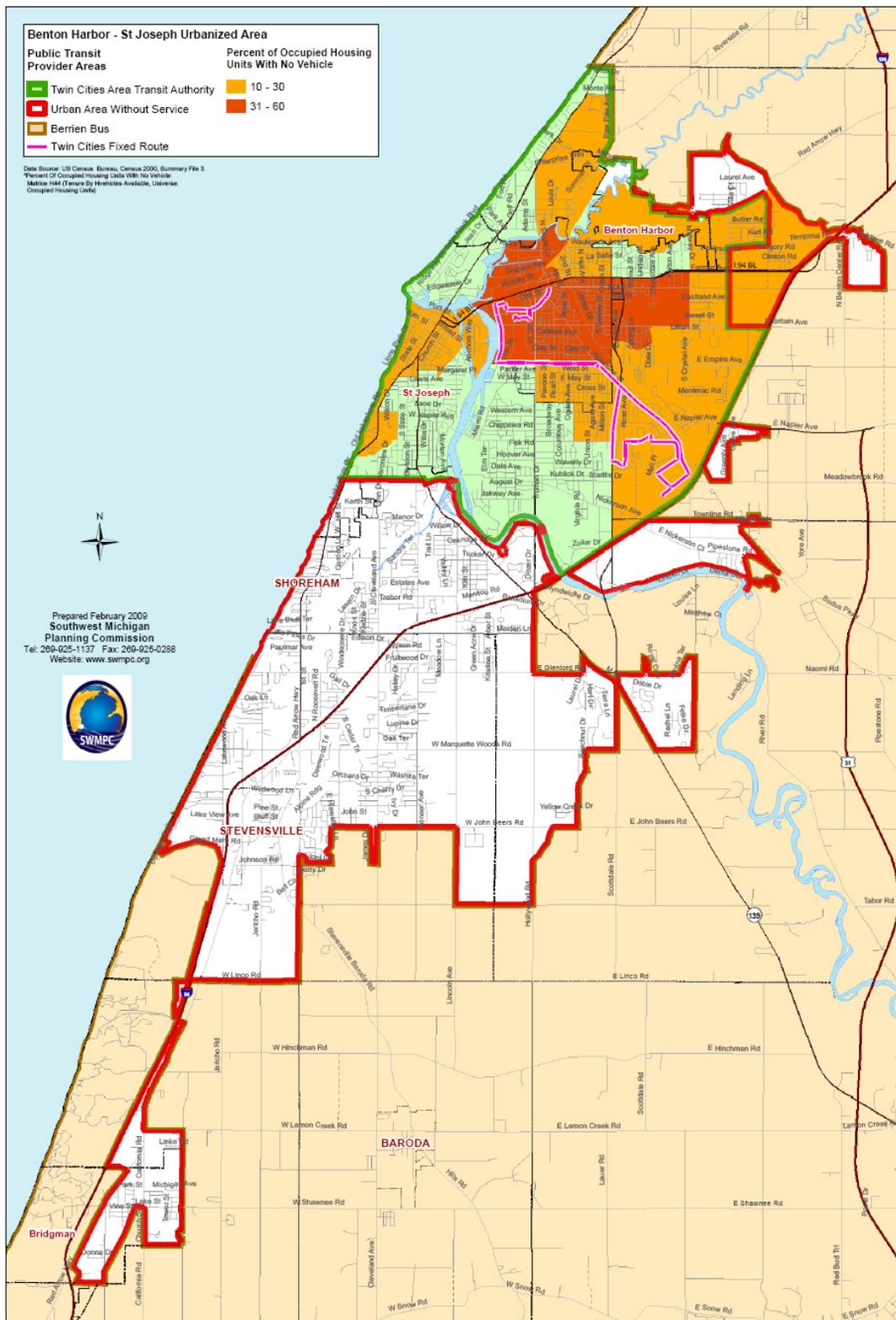
Profile of Transit Dependent Population Maps

- Berrien County Census Designated Rural Area
- Benton Harbor St. Joseph UZA
- Niles UZA
- Buchanan

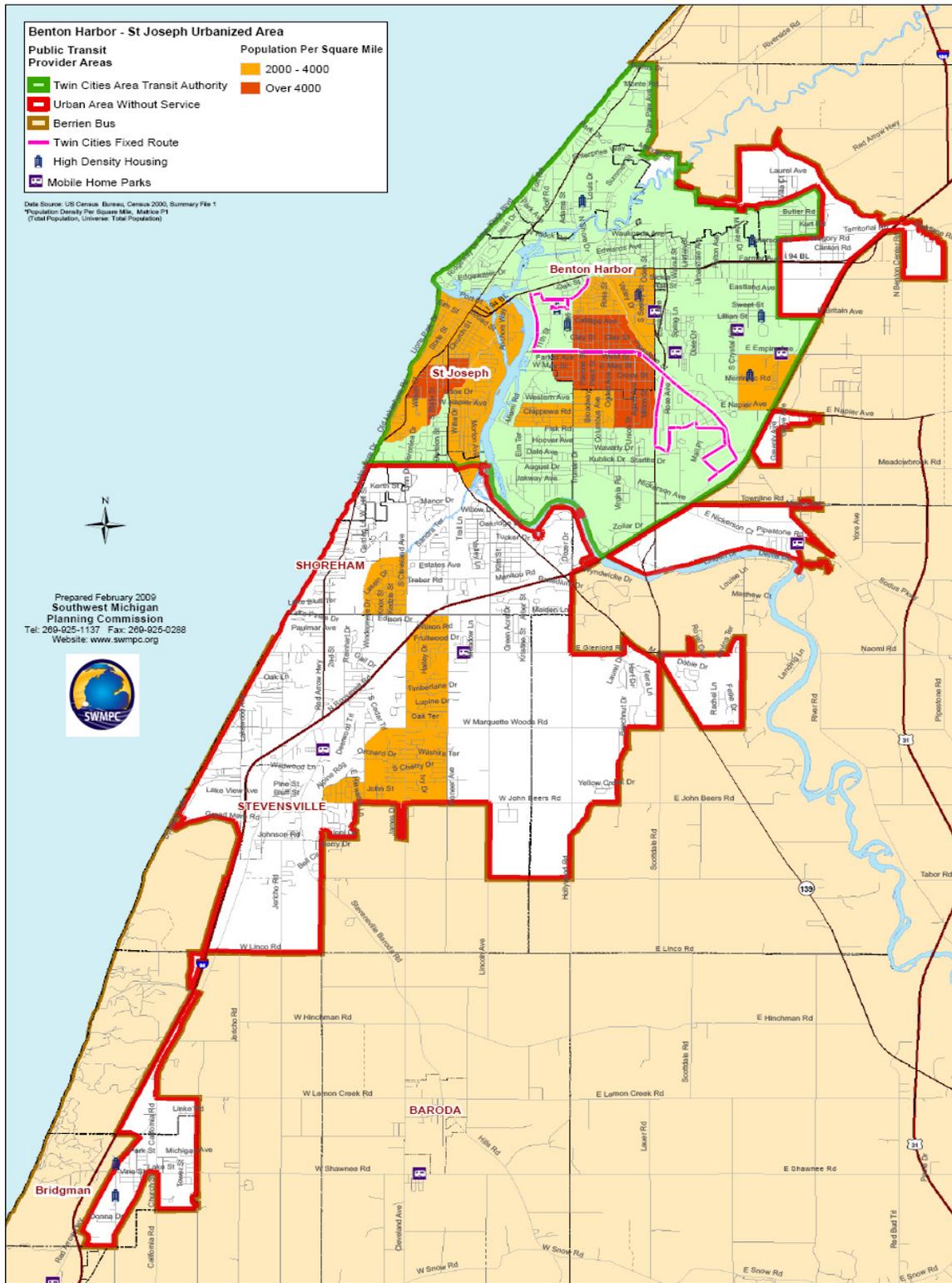
Benton Harbor St Joseph UZA - Population Age 16 or Above Not in Labor Force



Benton Harbor St Joseph UZA-Households with No Vehicle

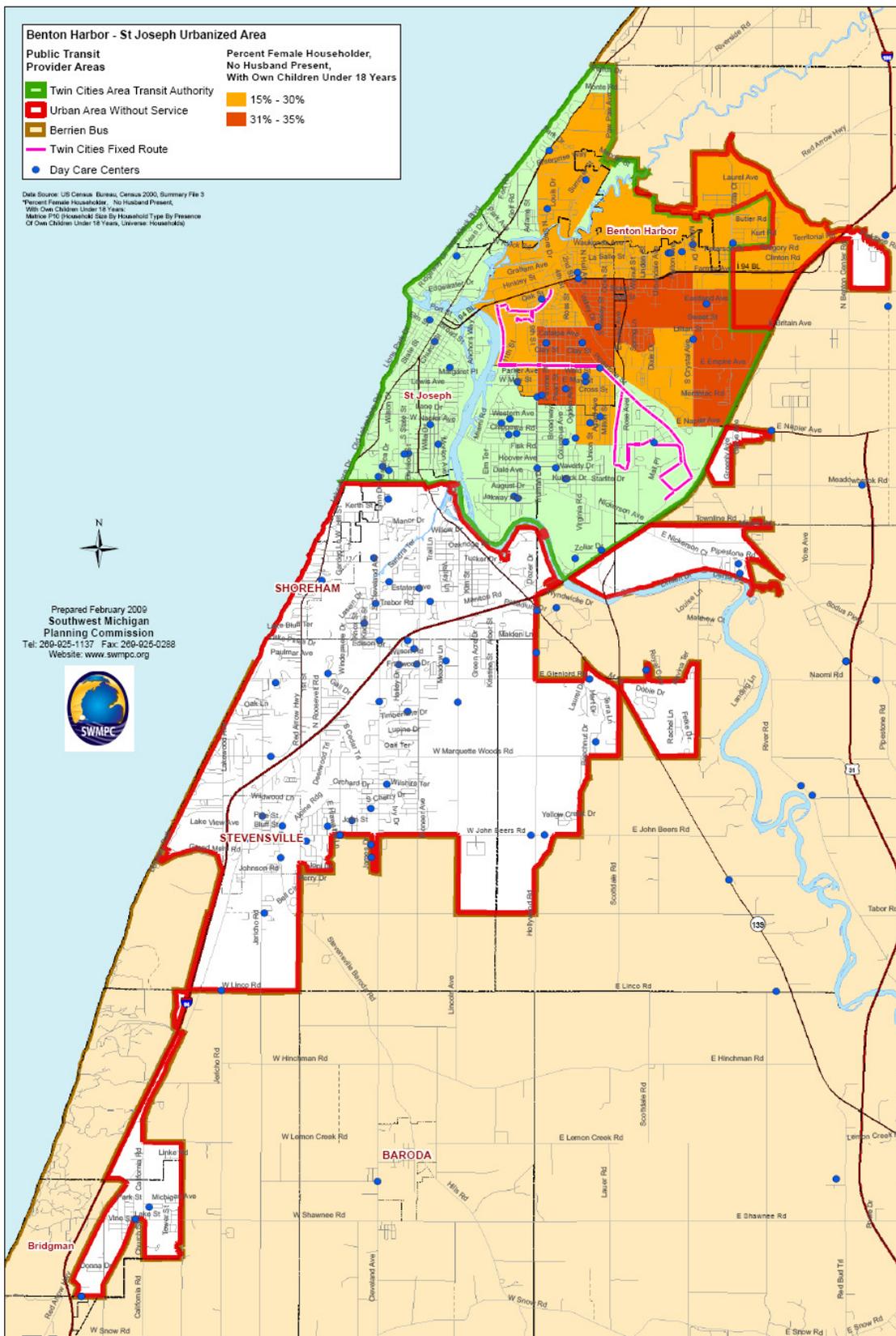


Benton Harbor St Joseph UZA - Densely Populated Areas

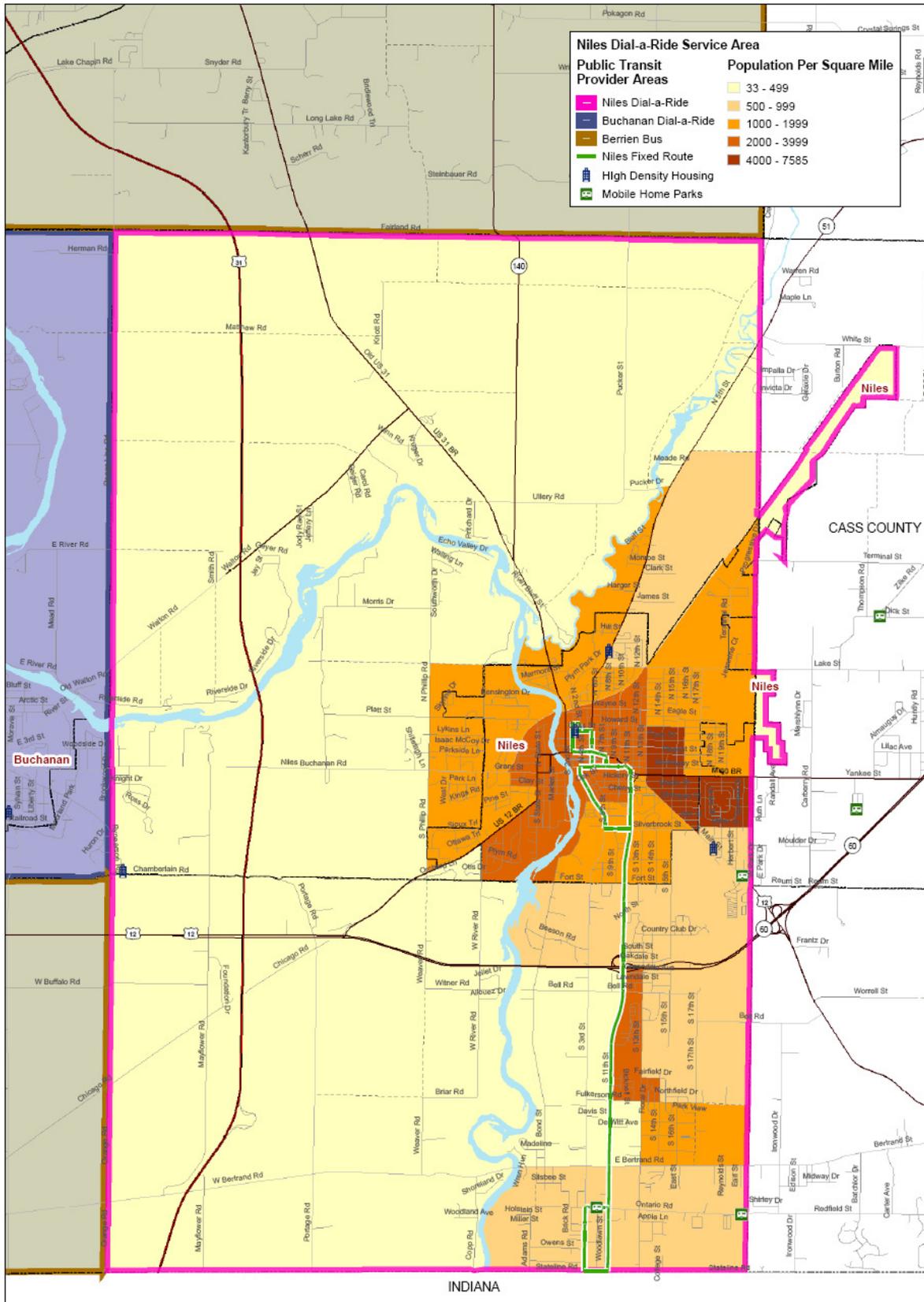


Base Map Source: U.S. Census Bureau, TIGER/Line Files, 2000

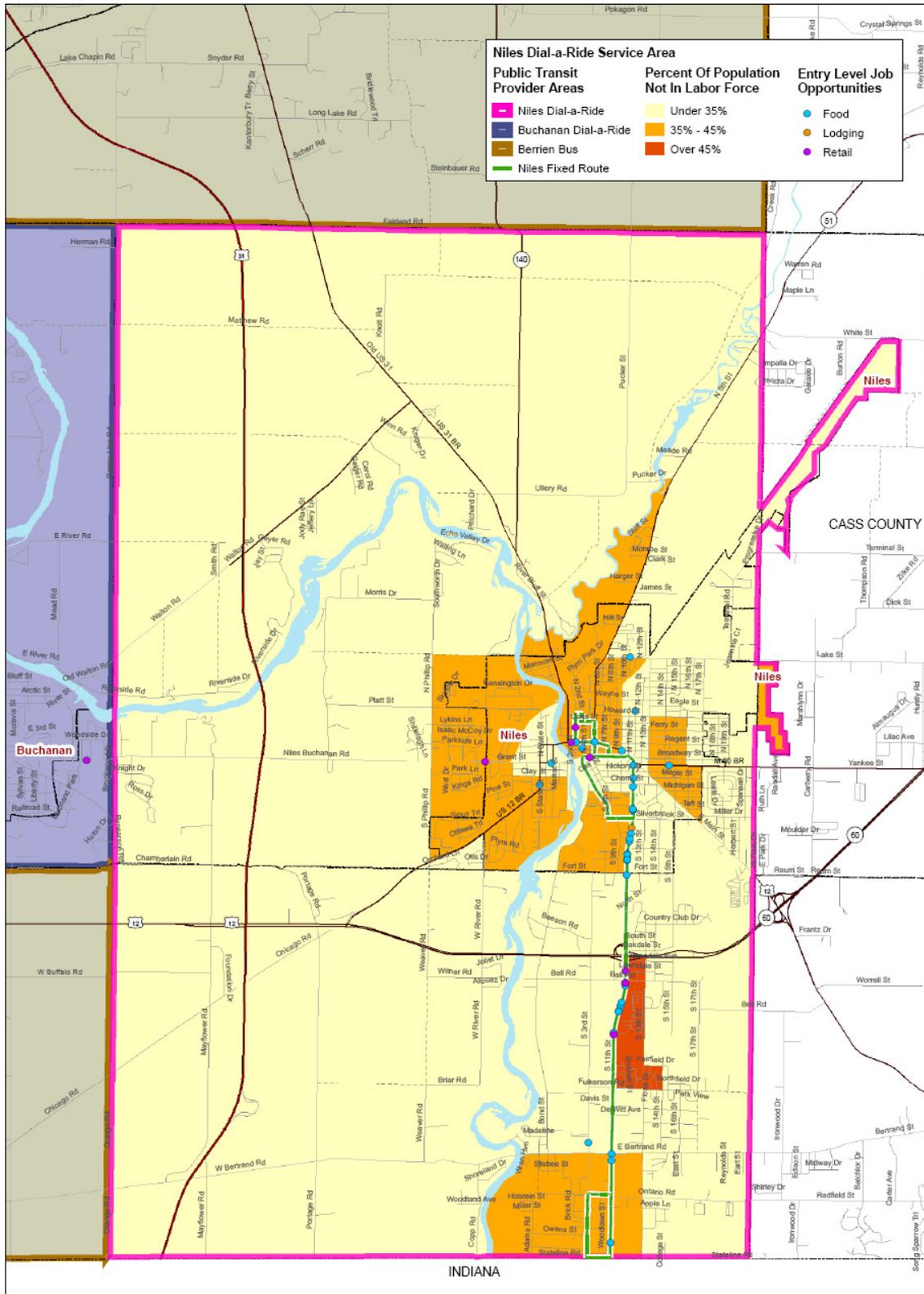
Benton Harbor St Joseph UZA - Female Head of Household With Children under age of 18



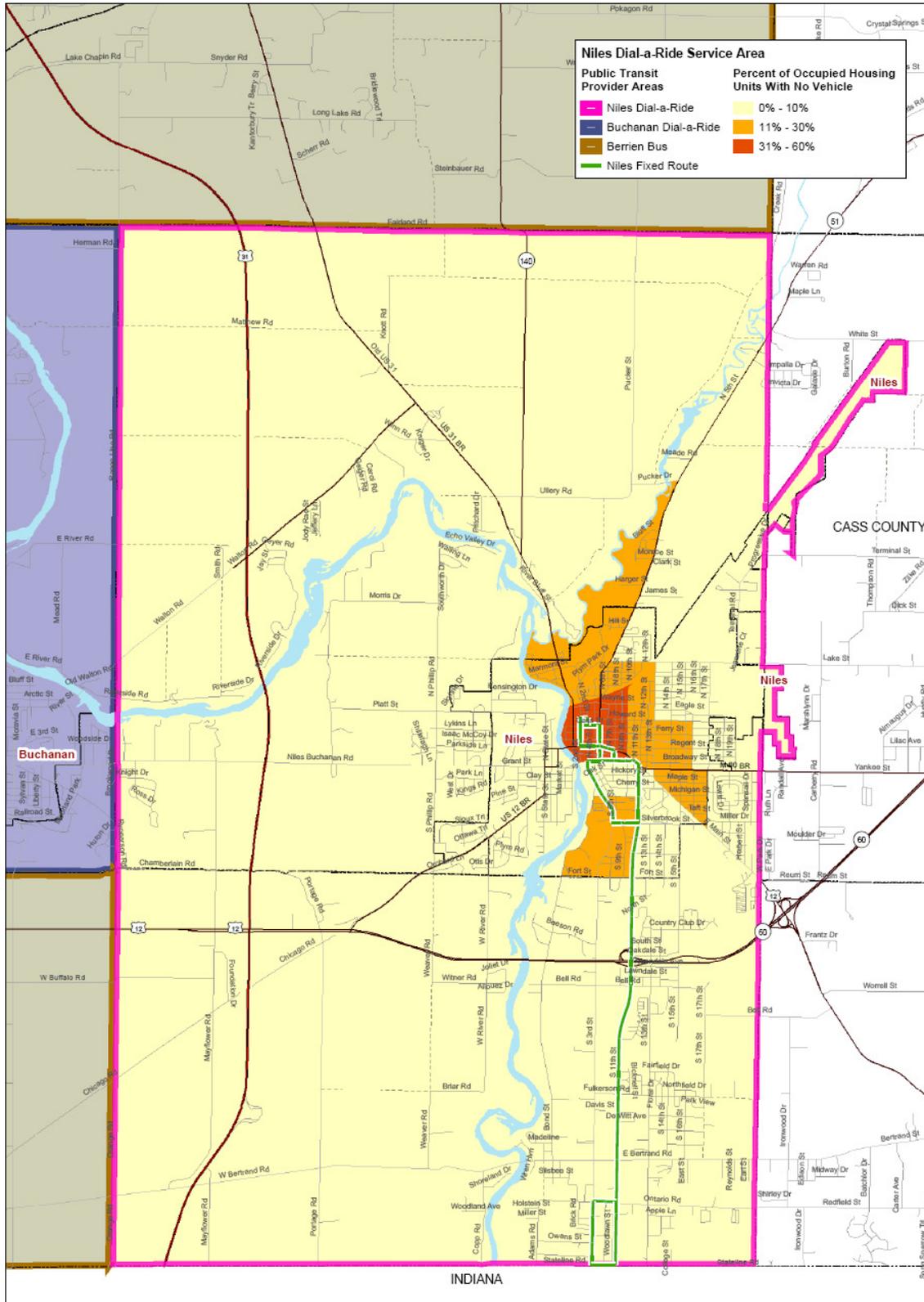
Niles Densely Populated Areas/High Density Housing



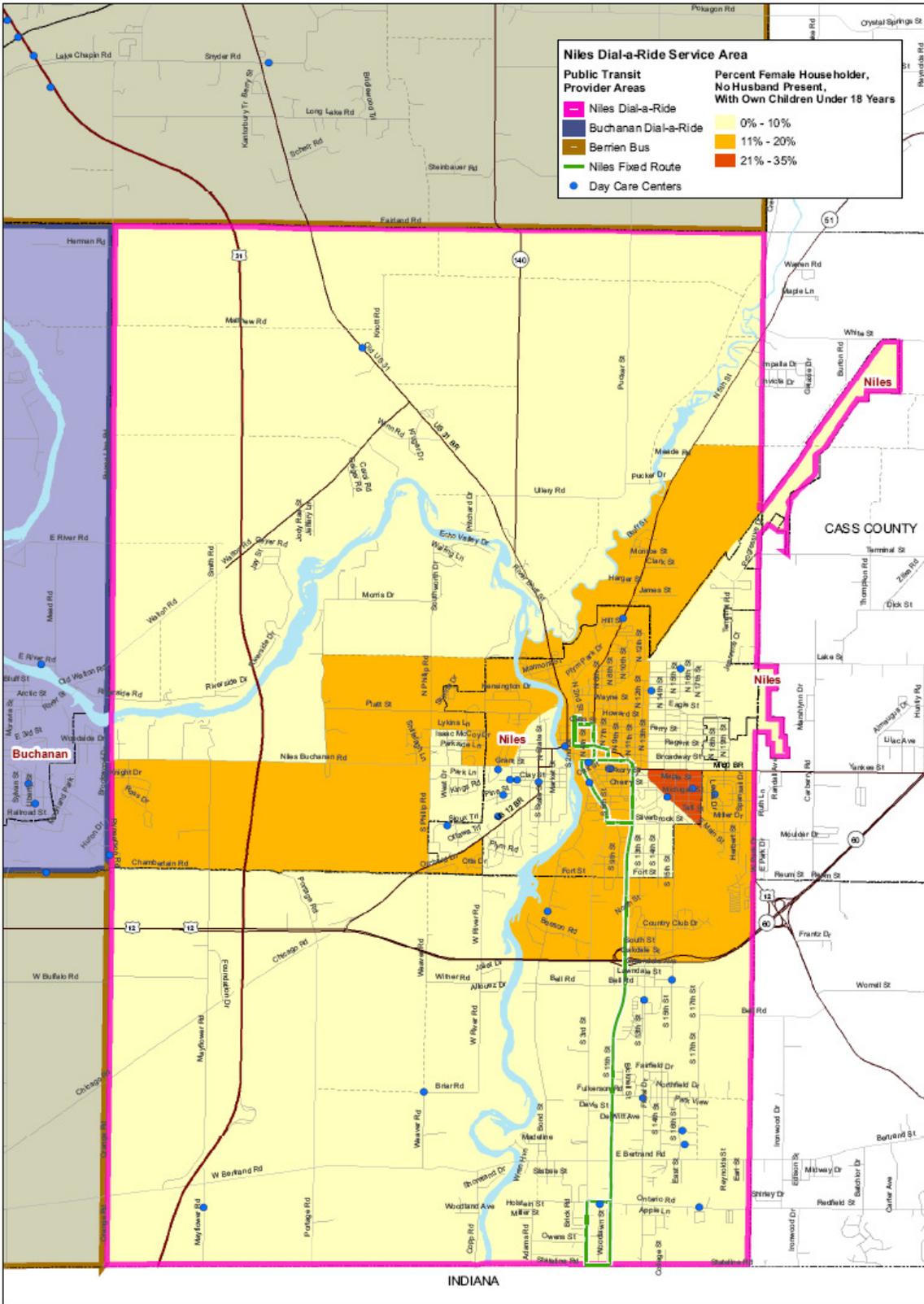
Niles Population Age 16 or Above Not in Labor Force



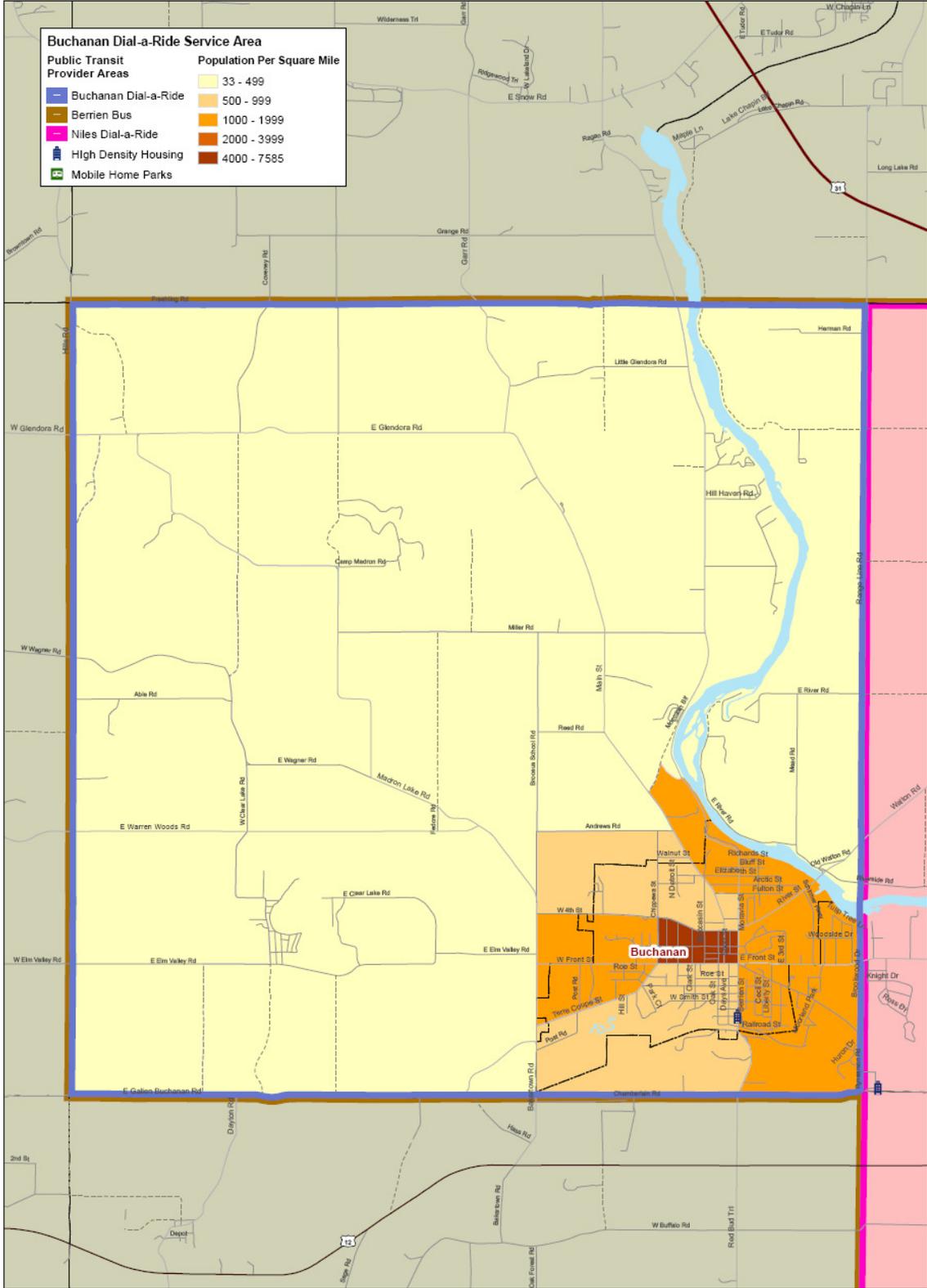
Niles Households with No Vehicle



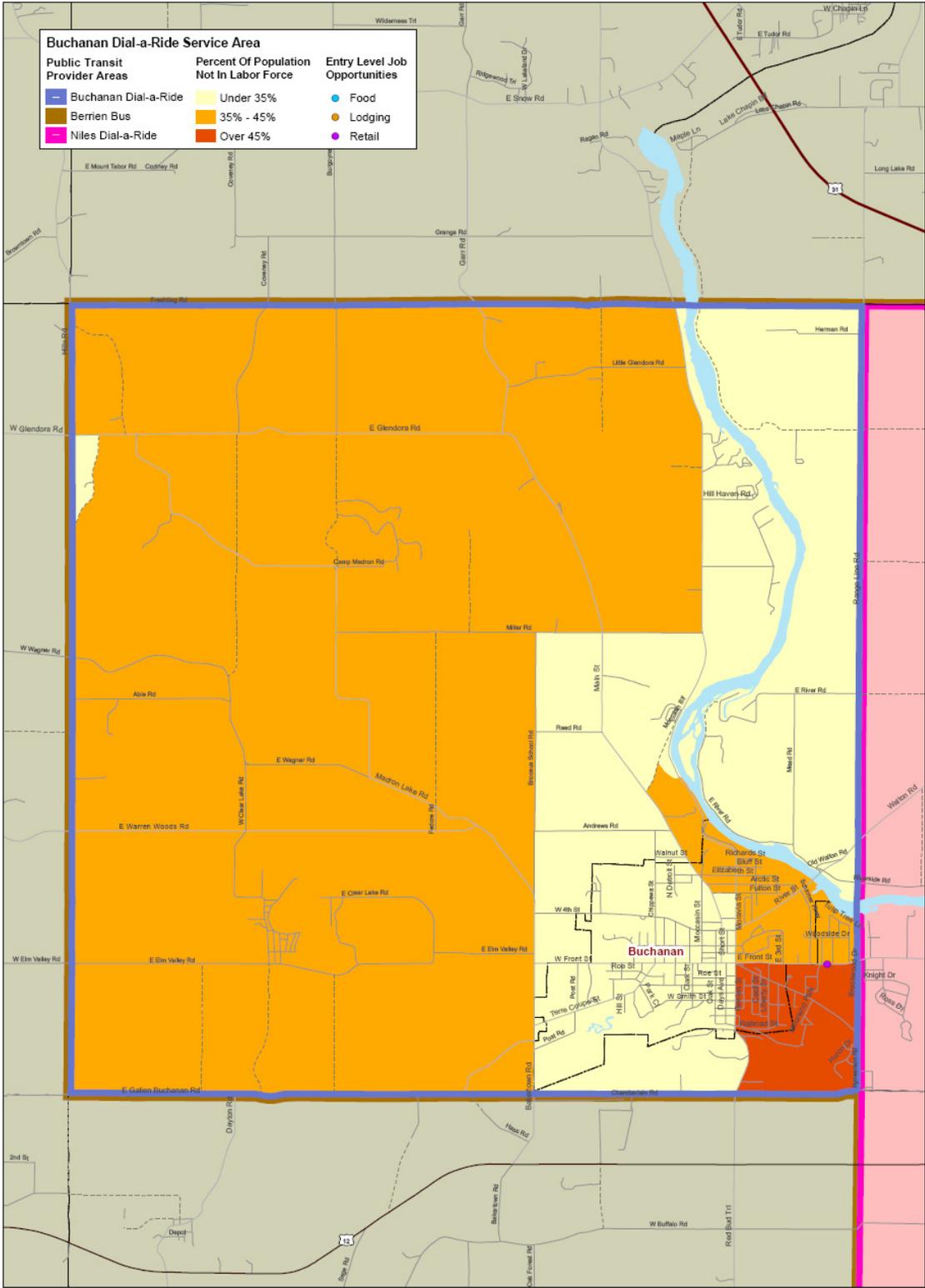
Niles Female Head of Household with Children under age of 18



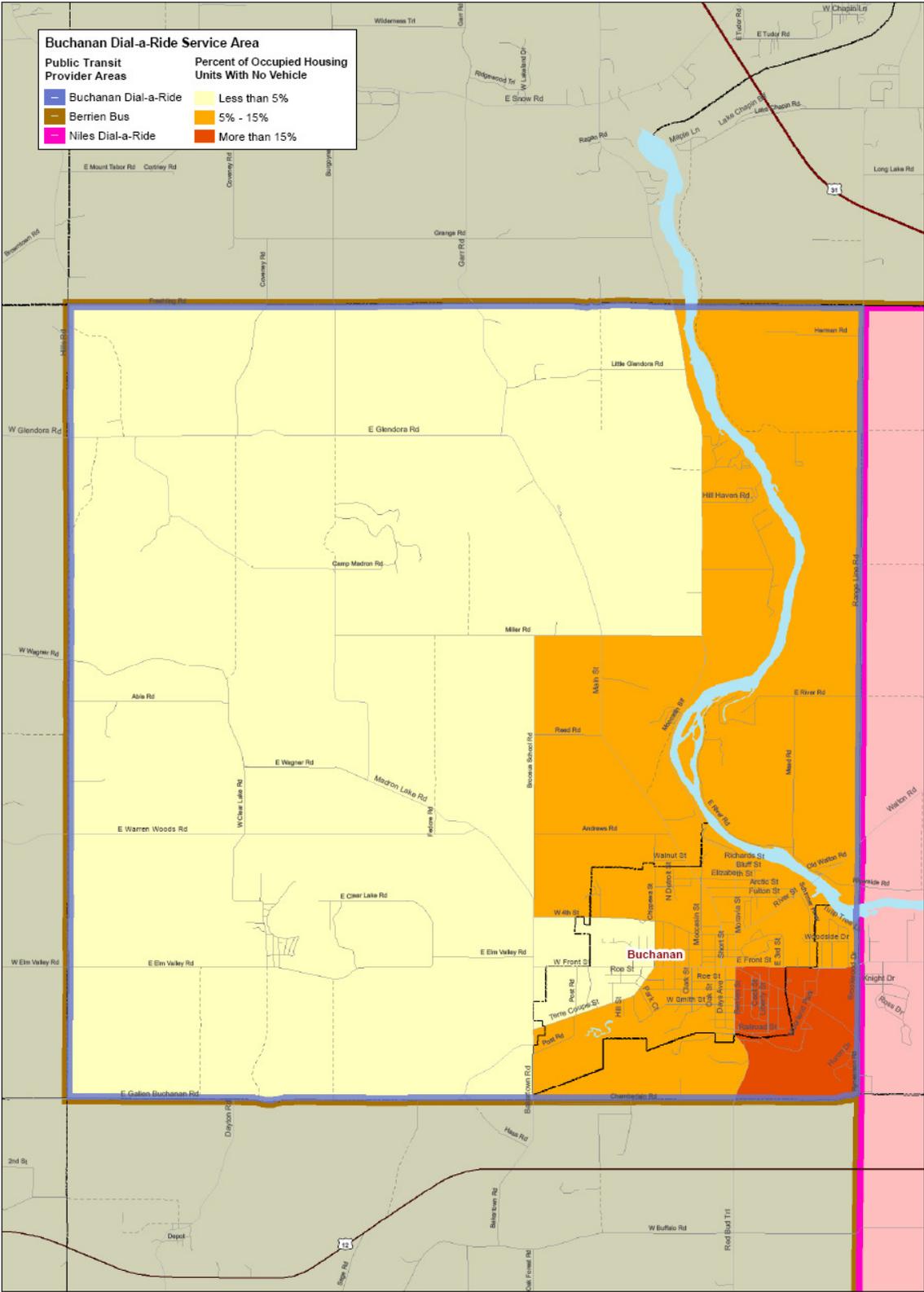
Buchanan Densely Populated Areas/High Density Housing



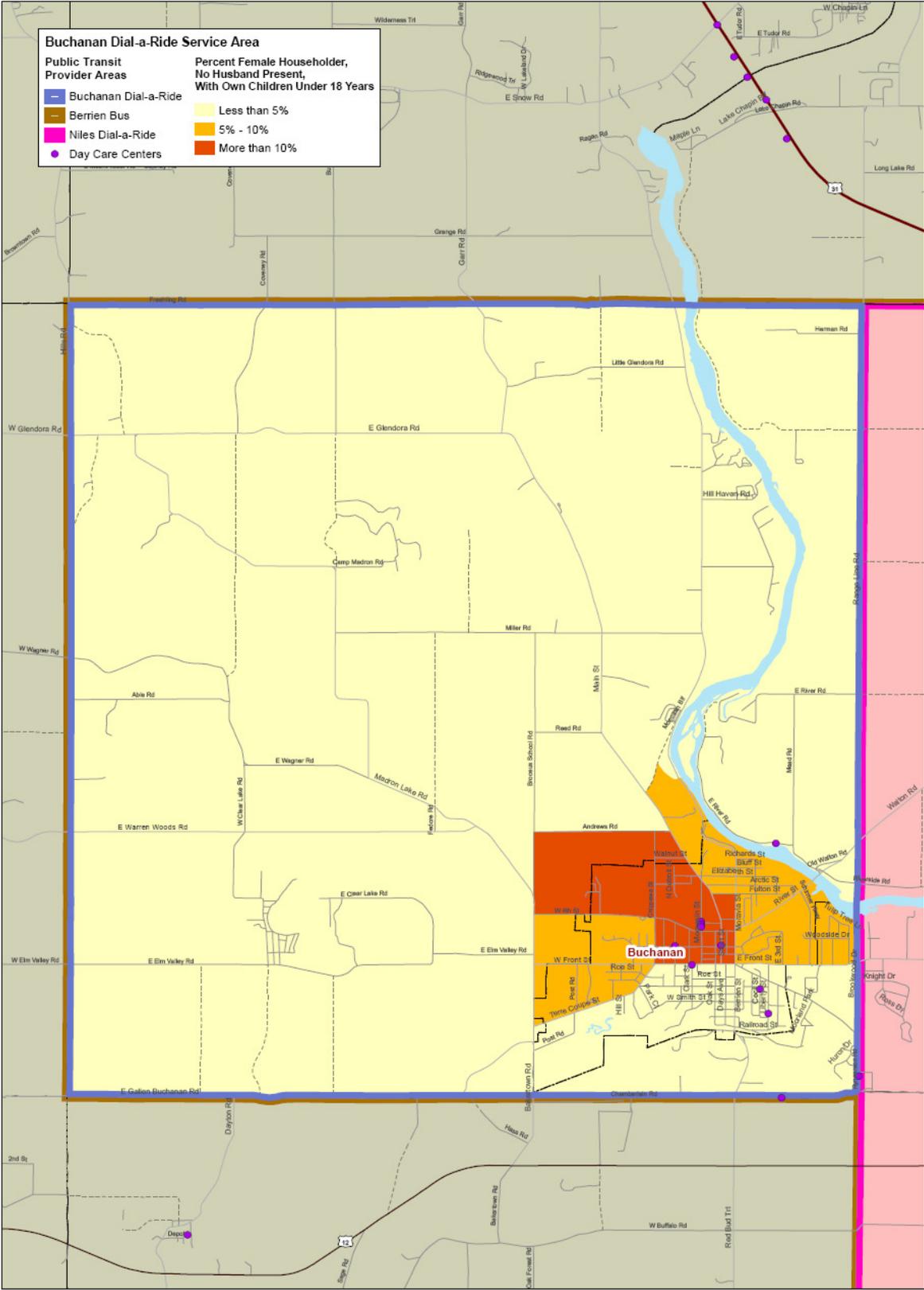
Buchanan Population Age 16 or Above Not in Labor Force



Buchanan Households with No Vehicle



Buchanan Female Head of Household With Children under age of 18



APPENDIX D

BERRIEN COUNTY PUBLIC TRANSPORTATION FLEET INVENTORY

Berrien County Public Transit Fleet Inventory

Local ID	Vehicle Identification Number (VIN)	State ID	Year	Body	Repl. Req.	Repl. Fund	Type	Seat Qty.	Lift Qty.	Price	Program	Delivery Date	Mileage	Mileage Date	Status
Berrien County															
8	1FDWE35L83HA62781	714119	2003	Goshen Coach	2008	2008	LghtDty-Cutaway	8	2	\$37,798.00	OTHER	02/13/2003	134,147	01/01/2009	ASSIGNED
23	1FDWE35LX3HA62782	714120	2003	Goshen Coach	2008	2008	LghtDty-Cutaway	8	2	\$37,798.00	OTHER	02/13/2003	130,523	01/01/2009	ASSIGNED
36	1FDXE45P07DA20633	71-4734	2007	Goshen Coach	2012		LghtDty-Cutaway	10	2	\$57,802.00	SEC 5309	04/02/2007	79,676	01/01/2009	ASSIGNED
35	1FDXE45P27DA20634	71-4735	2007	Goshen Coach	2012		LghtDty-Cutaway	10	2	\$54,652.00	SEC 5311	04/02/2007	97,236	01/01/2009	ASSIGNED
34	1FDXE45P47DA20635	71-4721	2007	Goshen Coach	2012		LghtDty-Cutaway	10	2	\$54,652.00	SEC 5309	04/02/2007	57,432	01/01/2009	ASSIGNED
30	1GBE5V1224F521474	714349	2005	EIDorado Natl	2011		MedDty	18	2	\$74,376.00	SEC 5311	12/28/2004	104,820	01/01/2009	ASSIGNED
32	1GBE5V1226F424598	71-4664	2006	Goshen Coach	2014		MedDty	18	2	\$79,448.00	CMAQ	01/05/2007	53,163	01/01/2009	ASSIGNED
26	1GBE5V1266F416066	71-4553	2006	EIDorado Natl	2013		MedDty	18	2	\$74,975.00	SEC 5309	04/05/2006	88,462	01/01/2009	ASSIGNED
31	1GBE5V1266F427875	71-4663	2006	Goshen Coach	2013		MedDty	18	2	\$79,448.00	SEC 5309	12/29/2006	73,971	01/01/2009	ASSIGNED
25	1GBE5V1285F512599	714405	2005	EIDorado Natl	2012		MedDty	12	4	\$78,909.00	SEC 5311	03/30/2005	141,190	01/01/2009	ASSIGNED
33	1GBE5V1287F406429	71-4665	2007	Goshen Coach	2014		MedDty	18	2	\$80,488.00	CMAQ	01/05/2007	40,586	01/01/2009	ASSIGNED
4	1HVBEABM21H356933	713254	2001	EIDorado Natl	2008	2008	MedDty	20	1	\$77,842.00	SEC 5309	10/18/2000	210,216	01/01/2009	ASSIGNED
18	1HVBEABM3XH257322	712983	1999	EIDorado Natl	2006	2005	MedDty	24		\$71,396.00	SEC 5309	10/07/1999	233,828	01/01/2009	ASSIGNED
10	1HVBEABM3YH356935	713109	2001	EIDorado Natl	2008	2007	MedDty	14	4	\$81,671.00	SEC 5309	11/30/2000	230,273	01/01/2009	ASSIGNED

Local ID	Vehicle Identification Number (VIN)	State ID	Year	Body	Repl Req.	Repl. Fund	Type	Seat Qty.	Lift Qty.	Price	Program	Delivery Date	Mileage	Mileage Date	Status
7	1HVBEABM42H505067	713507	2001	EIDorado Natl	2008	2007	MedDty	20	2	\$82,926.00	SEC 5309	11/30/2001	210,713	01/01/2009	ASSIGNED
15	1HVBEABM5XH257323	712984	1999	EIDorado Natl	2006	2006	MedDty	22	2	\$79,031.00	SEC 5309	10/07/1999	230,999	01/01/2009	ASSIGNED
12	1HVBEABM62H505068	713508	2001	EIDorado Natl	2008	2008	MedDty	28	2	\$86,180.00	SEC 5309	11/30/2001	277,812	01/01/2009	ASSIGNED
6	1HVBEABM7XH257324	712993	2000	EIDorado Natl	2007	2006	MedDty	22	2	\$80,074.00	SEC 5309	11/09/1999	224,662	01/01/2009	ASSIGNED
14	1HVBEABM82H505069	713509	2001	EIDorado Natl	2008	2008	MedDty	24	2	\$86,427.00	SEC 5309	11/30/2001	195,994	01/01/2009	ASSIGNED
20	1HVBEABM8YH356932	713253	2001	EIDorado Natl	2008	2008	MedDty	20	1	\$77,843.00	SEC 5309	10/23/2000	265,599	01/01/2009	ASSIGNED
17	1HVBTAFM73H587877	714193	2003	EIDorado Natl	2010		MedDty	22	2	\$82,739.00	SEC 5309	10/09/2003	168,411	01/01/2009	ASSIGNED
5	4UZAAZBW32CK50689	714029	2002	EIDorado Natl	2009		MedDty	22	2	\$81,830.00	SEC 5309	09/04/2002	269,714	01/01/2009	ASSIGNED
24	4UZAAZDD04CM46555	714212	2004	EIDorado Natl	2011		MedDty	22	2	\$82,359.00	SEC 5309	12/02/2004	181,823	01/01/2009	ASSIGNED
3	4UZAAZDD54CM44283	714211	2004	EIDorado Natl	2011		MedDty	22	2	\$82,359.00	SEC 5309	12/02/2003	225,406	01/01/2009	ASSIGNED

24 Vehicle(s) Total in Agency Fleet

Buchanan Dial-A-Ride

6	1FD4E45S08DA70389	71-4905	2008	EIDorado Natl			LghtDty-Cutaway	10	1	\$52,443.00	SEC 5309	04/18/2008	11,653	01/02/2009	ASSIGNED
4	1FD4E45S78DA70387	71-4907	2008	EIDorado Natl			LghtDty-Cutaway	10	1	\$52,443.00	SEC 5309	04/18/2008	3,710	01/02/2009	ASSIGNED
5	1FD4E45S98DA70388	71-4906	2008	EIDorado Natl			LghtDty-Cutaway	10	1	\$52,443.00	SEC 5309	04/18/2008	16,231	01/02/2009	ASSIGNED

3 Vehicle(s) Total in Agency Fleet

Local ID	Vehicle Identification Number (VIN)	State ID	Year	Body	Repl Req.	Repl. Fund	Type	Seat Qty.	Lift Qty.	Price	Program	Delivery Date	Mileage	Mileage Date	Status
Niles Dial-A-Ride															
17	1FDLE40S6VHA68461		1997	EiDorado Natl			MedDty	17	2				201,875	01/29/2009	LEASED
9	1FDXE40F0XHC34903	713125	2000	EiDorado Natl	2006	2006	LghtDty-Cutaway	10	2	\$56,500.00	SEC 5307	01/20/2000	185,442	01/29/2009	ASSIGNED
6	1FDXE40F9XHC34902	713124	2000	EiDorado Natl	2006	2006	LghtDty-Cutaway	10	2	\$56,500.00	SEC 5307	01/20/2000	219,216	01/29/2009	ASSIGNED
8	1FDXE45F13HA77594		2003	EiDorado Natl			LghtDty-Cutaway	10	2				208,393	01/29/2009	ASSIGNED
2	1FDXE45F73HB39998	714194	2004	EiDorado Natl	2009		LghtDty-Cutaway	10	2	\$52,486.00	SEC 5309	11/18/2003	140,514	01/29/2009	ASSIGNED
4	1FDXE45P35HA09826		2005	EiDorado Natl	2010		LghtDty-Cutaway	10	2	\$53,015.00	SEC 5307	11/30/2004	125,959	01/29/2009	ASSIGNED
1	1FDXE45P37DA91793	71-4889	2008	EiDorado Natl	2013		LghtDty-Cutaway	12	6	\$61,968.00	SEC 5307	02/21/2008	31,153	01/29/2009	ASSIGNED
7 Vehicle(s) Total in Agency Fleet															
Twin Cities Area Transportation Authority															
05	1FBSS31L8WHB80582	712805	1998	Ford Motor Corp	2003		SmLghtDty-Vans	15		\$25,105.00	100% STATE	10/08/1998	30,235	12/30/2006	LEASED
19	1FDXE45S03HB39306		2003	EiDorado Natl	2009		LghtDty-Cutaway	16	4	\$49,118.00	SEC 5307	09/29/2003	124,577	12/31/2008	ASSIGNED
21	1FDXE45S07DB26391		2007	EiDorado Natl			LghtDty-Cutaway	13	4	\$51,938.00	CMAQ	10/22/2007	25,981	12/31/2008	ASSIGNED

Local ID	Vehicle Identification Number (VIN)	State ID	Year	Body	Repl Req.	Repl. Fund	Type	Seat Qty.	Lift Qty.	Price	Program	Delivery Date	Mileage	Mileage Date	Status
14	1FDXE45S12HA45174	713907	2002	Ford Motor Corp	2008		LghtDty-Cutaway	10	1	\$49,835.00	SEC 5309	03/07/2002	144,553	12/31/2008	ASSIGNED
20	1FDXE45S15HA09831		2005	EIDorado Natl	2011		LghtDty-Cutaway	10	2	\$57,000.00	SEC 5307	04/01/2005	93,173	12/31/2008	ASSIGNED
12	1FDXE45S16DA20711		2006	EIDorado Natl			LghtDty-Cutaway	13	2	\$51,156.00	CMAQ	05/10/2006	51,333	12/31/2008	ASSIGNED
08	1FDXE45S23HB21908		2003	EIDorado Natl	2009		LghtDty-Cutaway	16	4	\$49,118.00	SEC 5307	09/29/2002	111,462	12/31/2008	ASSIGNED
6	1FDXE45S27DB26392		2007	EIDorado Natl			LghtDty-Cutaway	13	4	\$51,938.00	CMAQ	10/22/2007	32,813	12/31/2008	ASSIGNED
22	1FDXE45S36DA20712		2006	EIDorado Natl	2012		LghtDty-Cutaway	18	4	\$51,156.00	CMAQ	05/10/2006	64,359	12/31/2008	ASSIGNED
9	1FDXE45S36DB15660		2007	EIDorado Natl			LghtDty-Cutaway	13	2	\$51,156.00	SEC 5307	01/22/2007	17,609	12/31/2007	ASSIGNED
18	1FDXE45S43HB39308		2003	EIDorado Natl	2009		LghtDty-Cutaway	16	4	\$42,881.00	SEC 5307	09/29/2003	72,027	12/31/2008	ASSIGNED
24	1FDXE45S45HA56044		2005	EIDorado Natl	2011		LghtDty-Cutaway	10	2	\$57,000.00	CMAQ	04/01/2005	76,749	12/31/2008	ASSIGNED
10	1FDXE45S47DB26393		2007	EIDorado Natl			LghtDty-Cutaway	13	4	\$51,938.00	CMAQ	10/22/2007	29,824	12/31/2008	ASSIGNED
28	1FDXE45S56DA20713		2006	EIDorado Natl	2012		LghtDty-Cutaway	17	4	\$51,156.00	SEC 5307	05/10/2006	70,909	12/31/2008	ASSIGNED
27	1FDXE45S56DB15661		2007	EIDorado Natl			LghtDty-Cutaway	13	2	\$51,171.00	SEC 5307	01/22/2007	39,924	12/31/2008	ASSIGNED

Local ID	Vehicle Identification Number (VIN)	State ID	Year	Body	Repl Req.	Repl. Fund	Type	Seat Qty.	Lift Qty.	Price	Program	Delivery Date	Mileage	Mileage Date	Status
26	1FDXE45S65HA56045		2005	EIDorado Natl	2011		LghtDty-Cutaway	19		\$57,000.00	CMAQ	04/01/2005	66,866	12/31/2008	ASSIGNED
25	1FDXE45S73HB39304		2003	EIDorado Natl	2009		LghtDty-Cutaway	16	4	\$49,118.00	SEC 5307	09/29/2003	109,910	12/31/2008	ASSIGNED
11	1FDXE45S76DB15662		2007	EIDorado Natl			LghtDty-Cutaway	19	0	\$51,156.00	SEC 5307	01/22/2007	34,314	12/31/2008	ASSIGNED
7	1FDXE45S85HA56046		2005	EIDorado Natl	2011		LghtDty-Cutaway	19		\$57,000.00	SEC 5307	04/01/2005	55,919	12/31/2008	ASSIGNED
17	1FDXE45S93HB39305		2003	EIDorado Natl	2008		LghtDty-Cutaway	16	4	\$49,118.00	SEC 5307	09/29/2003	128,961	01/31/2008	ASSIGNED
16	1FDXE45S96DA20715		2006	EIDorado Natl	2012		LghtDty-Cutaway	19		\$44,653.00	SEC 5307	05/17/2006	46,661	12/31/2008	ASSIGNED
23	1FDXE45S97DB26390		2007	EIDorado Natl			LghtDty-Cutaway	13	4	\$51,938.00	CMAQ	10/22/2007	27,271	12/31/2008	ASSIGNED
15	1FDXE45SX6DA20710		2006	EIDorado Natl	2012		LghtDty-Cutaway	17	2	\$44,653.00	SEC 5307	05/17/2006	69,890	12/31/2008	ASSIGNED
23 Vehicle(s) Total in Agency Fleet															