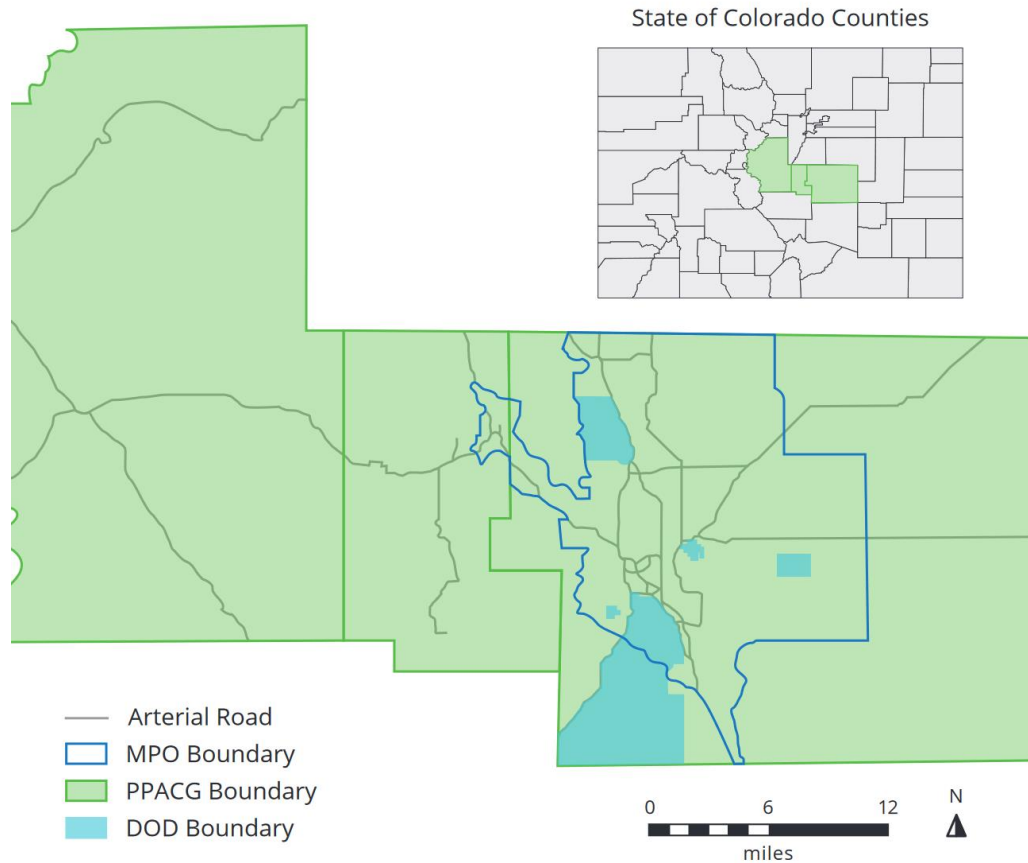


2022 El Paso County Needs Assessment



"This publication was developed with funds provided by the National Aging and Disability Transportation Center (NADTC). The NADTC is administered by Easterseals, Inc. in partnership with USAging, with funding from the U.S. Department of Transportation, Federal Transit Administration and with guidance from the U.S. Administration on Community Living."



Pikes Peak Area
Council of Governments
Communities Working Together

2022 Needs Assessment Strategies

Methods of identifying needs with an emphasis on targeting minority groups.

- Focus Group Meetings with Older Adults, Caregivers, and Individuals with Disabilities
- Mapping Transit Propensity Data
- Identifying geographical gaps in services using paratransit and specialized transit geo-coded ridership data.

Focus Group Feedback

- ▶ Standard questions asked:
 1. What places do you want or need to go?
 2. What are the challenges in getting to the places you need or want to go?
 3. What are possible solutions to those challenges?
 4. Have you traveled to a city or place that was easy to get around using transit? If so, describe the services offered.

Focus Group Participants

- ▶ 66 individuals interviewed either through one-on-one conversations or group settings
- ▶ 10 locations of focus group meetings. Hybrid meetings offered.

Participant Demographics

	Senior	Disabled	Both	Caregiver	Other	White	Black	Hispanic/Latino
Totals:	30	9	20	3	4	58	4	4

El Paso County Transit Needs: Rural

Rural Specific:

1. Limited service due to service area boundaries of providers.
2. Transit is limited or not existent. If it does exist, it is only for doctor's appointments and not everyday living.
3. If a person needs to go to the hospital in Colorado Springs, there is not additional transportation options for family members to visit them.



El Paso County Transit Needs: Urban

1. Core transit system covers a limited-service area of the expanding footprint of residential and business development. This affects the availability of paratransit services available.
2. Specialized transit providers have limited capacity and funding to provide services in areas that are not covered by the core transit system. Providers are asking people to book their rides at least 2 weeks in advance due to the volume of requests.
3. Hospitals and essential services being built to the North and Northeast are not accessible due to the lack of core and specialized transit services.
4. Individuals must choose where they live and work due to the availability of transportation services by all providers.



El Paso County Transit Needs: Common

Urban and Rural:

1. Lack of core local and regional transit services to connect people to essential services, recreational opportunities, and jobs.
2. People do not know what services are available. They struggle to navigate the eligibility requirements of each provider. They have difficulty navigating what provider will be able to assist with a specific ride due to each provider's service area constraints.
3. Limited or no weekend or late-night services offered by providers.
4. People need access to on-demand trips for everyday life occurrences. Current on-demand transportation options are not ADA accessible or do not exist in a community.



El Paso County Transit Expansion Barriers

Provider Barriers:

- a) Lack of funds available for urban, regional and rural projects. If funding is available, the right type of funding may not be available for projects needed to address the unique needs of the county
- b) Limited local match dollars available for current funding opportunities
- c) Capacity to administer and operate a program with federal and state funding sources that are available
- d) Lack of staff and infrastructure needed to expand services
- e) Deadhead miles challenges the sustainability of a program in rural areas
- f) Connectivity of services that are currently available and coordinating connected services in the future.



Regional Transit Opportunities

Opportunities:

- a. Identifying more ways to creatively distribute PPACG/PPAAA transit funds to expand services by shifting and matching up specific funds to support unique projects.
- b. Advocate for potential regional and local transit services that have been identified through studies and planning activities. (example: Bustang/Outrider expansion)
- c. Work with PPACG staff and contracted providers to identify legislative opportunities to break down barriers inhibiting the expansion of services.
- d. Provide further outreach and education to individuals throughout our service area about transportation options available in their community.
- e. Encourage and equip providers with tools they need to coordinate effectively with each other



Phase 2 Implementation Projects

1. On-demand pilot with a specialized transit provider
2. Expansion of outreach to the community with an emphasis on targeting minority groups.

Additional Potential Projects:

1. Purchase of vehicles for low-income senior housing facilities operated by local non-profits.
2. Expansion of software to better accommodate on-demand needs

