

Connecticut 2-1-1 Barometer

June 2017



TRANSPORTATION

The 2-1-1 Barometer utilizes 2-1-1 data and other information to explore issues affecting Connecticut residents. 2-1-1 tracks the type of information callers are looking for and the referrals that are made, creating a database that serves as a barometer of the needs present in the state.



INTRODUCTION

In 2016, United Way 2-1-1 received more than 3,500 transportation-related service requests from individuals seeking access to and information on transportation resources across the state. Transportation barriers such as income, age, disability, access to a car, proximity to public transportation and distance from destinations, have the potential to prevent Connecticut residents from getting where they need to go. 2-1-1's comprehensive database of health and human services includes information on bus, rail and ride opportunities and financial assistance for transportation needs.

2-1-1 contact specialists receive hundreds of calls each day from Connecticut residents seeking information, services and a connection to resources. This call data serves as a useful barometer of need in the state. Data about requests for transportation services can be utilized to demonstrate the degree to which services are needed and in instances when a request for services is unfulfilled, can reveal where there are unmet needs and help direct the deployment of resources to meet those needs.

This 2-1-1 Barometer reviews the most common transportation service requests, calculates the percentage of unmet transportation needs, provides a breakdown of data by Regional Councils of Governments and identifies transportation resources listed in our 2-1-1 database. This report is intended to give planners and stakeholders an indication of how well transportation needs are being met and used as a tool for future resource planning.

TRANSPORTATION SERVICE REQUESTS ACROSS CONNECTICUT

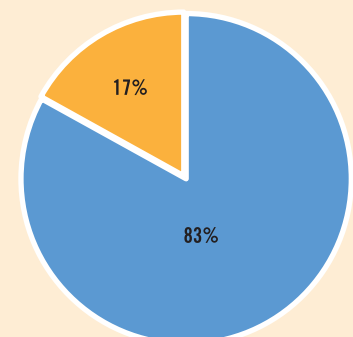
Connecticut residents contact 2-1-1 for a variety of transportation needs. In 2016 the most common transportation requests were for medical appointment transportation, disability related transportation, local bus services and senior ride programs. Of the 3,649 service requests; 83% of callers were successfully referred to programs and services while 17% of requests were unmet. A request for service is classified as "unmet" when a 2-1-1 contact specialist is not able to refer a caller to a program or service that satisfies their need. The most common reason for an unmet transportation service request was that there was no program found to meet the callers need. In fact, of the 619 unmet service requests in 2016, 333 (54%) were unmet because there was no program available. To a much lesser extent, the reason a request was unmet was because the individual was ineligible for the service or the caller refused the referral.

Transportation resources can also be accessed through www.211ct.org. In 2016 2-1-1's [transportation page](#) had more than 4,000 page views. This page lists by category, commonly sought transportation topics and provides links to transportation services in the 2-1-1 database. There are also several eLibrary papers including [Adaptive Driver Training](#), [Discount Bus and Rail Fare Passes](#) and [Transportation Options](#). These papers were viewed a total of 855 times in 2016 and the [Transportation Options](#) eLibrary paper had more than 300 views.

2016 Transportation Service Requests

Total Requests: 3,649

Percent Unmet: 17%



■ Met ■ Unmet

A CLOSER LOOK - HIGHLIGHTED SERVICE REQUESTS

Medical Appointment Transportation

The National Conference of State Legislatures reports that 3.6 million Americans miss or delay medical care because they lack appropriate transportation. A 2013 study published in the Journal of Community Health revealed that close to 25 percent of lower-income patients were forced to miss or reschedule a medical appointment because they did not have transportation. The importance of programs that provide transportation to medical appointments is reinforced by 2-1-1 call data. Nearly 50% of the 3,649 transportation service requests received by 2-1-1 in 2016 were for transportation to medical appointments. Additionally, “medical appointments transportation” was searched 1,722 times on the 211ct.org website.



There are a number of resources in Connecticut that allow those with transportation barriers to secure rides to and from their medical appointments. A statewide contract with **Logisticare** provides medical transportation for Husky A, C and D recipients. **Logisticare** is a subsidiary of Provider Service Corporation, the largest non-emergency medical transportation provider in the nation. In 2016 2-1-1 made 1,121 referrals to this resource and despite being the most frequent service request, 94% of requests for medical appointment transportation were met.

Senior Ride Programs and Disability Related Transportation

Collectively, requests for senior and disability related transportation made up more than 26% of all transportation requests in 2016. Municipal social service and senior center departments, often through **Dial-A-Ride**, offer local transportation options to senior and disabled residents. Eligibility and the scope of these services may vary between municipalities and designated service areas, but transportation to and from senior or community centers and to local destinations such as banks, grocery stores and shopping centers is often provided. Some programs also provide transportation to preplanned, out of town activities. 2-1-1 callers seeking senior and disability related transportation services were successfully connected to resources 91% of the time in 2016.



Transportation/ Automobile Expense Assistance

Callers seeking transportation or automobile expense assistance are often looking for help making a car payment, paying for car related expenses, or seeking financial assistance for public transportation. Individuals are sometimes referred to a local social service agency or to the state Department of Social Services; however, resources are scarce. The **Eastern Connecticut Transportation Consortium ‘Rides for Jobs’** program assists low-income individuals with employment related transportation with funding from the Department of Transportation and includes a **“Car Based Solutions”** component that assists eligible individuals whose automobile is used for employment with repairs and fees such as licenses, emissions and registrations. Individuals must meet certain requirements to participate in the **“Rides for Jobs”** program and services provided are based on available funding.



Limited funding and strict eligibility requirements resulted in many requests for financial assistance being unmet. Transportation/Automobile Expense Assistance accounted for just over 5% of all transportation requests however, 87% of those requests were unmet primarily because there was no available program or the individual was not eligible for the service.

Discount Transit Passes

Requests for discount transit passes represent another service request with a high percentage of unmet need. These requests made up just over 3% of transportation requests in 2016 and 75% were unmet primarily because there was no program to meet the caller’s need. Senior Citizens (age 65 and over) and persons with a disability are eligible for a 50% fare reduction on any Connecticut- owned bus or rail system and Amtrak rail services offer a 15% discount for older adults (age 62 and over) and people with disabilities. 2-1-1’s eLibrary paper [Discount Bus and Rail Fare Programs](#) provides more information on discounted transit passes and how to access available services.



Community Ride/Ride Sharing Programs

Community ride/ride sharing programs via bus, train, van and car pool services include door-to-door transportation and partial ride matching services for commuters that may have limited access to a car, want to reduce the cost of their commute, or are looking to cut down on their time behind the wheel. In 2016, 2-1-1 contact specialists received 123 requests for community ride/ride sharing programs and were able to successfully meet 40% of those requests. **Vanpools**, a service which typically consists of 7-15 people meeting in a preplanned location, is one resource that has allowed workers to coordinate their commute to and from work. Contact specialists made 22 referrals to **Vanpools** in 2016.



Of the service requests that were unmet, 65% were unmet because there was no program found to meet the caller's needs. Inconsistent work schedules and early morning, late night or weekend transportation needs may prevent some Connecticut residents from utilizing community ride/ride sharing programs. According to the RAND- Princeton Contingent Worker Survey, the national percentage of contingent (defined as "work arrangements without traditional employers or regular, full-time schedules") workers rose from 10.1% to 15.8% between 2010 and 2015. Community ride/ride sharing opportunities often require riders to schedule in advance or commit to a set transportation schedule. An increase in the percentage of on-demand or project-to-project workers makes it less likely that ride sharing will satisfy the transportation needs of some commuters. Additionally, many shared ride services are structured around standard business hours with less early morning, late night or weekend options.

In 2016, United Way 2-1-1 received more than 3,500 transportation-related service requests from individuals seeking access to and information on transportation resources across the state.



TOP 10 TRANSPORTATION REQUESTS IN 2016

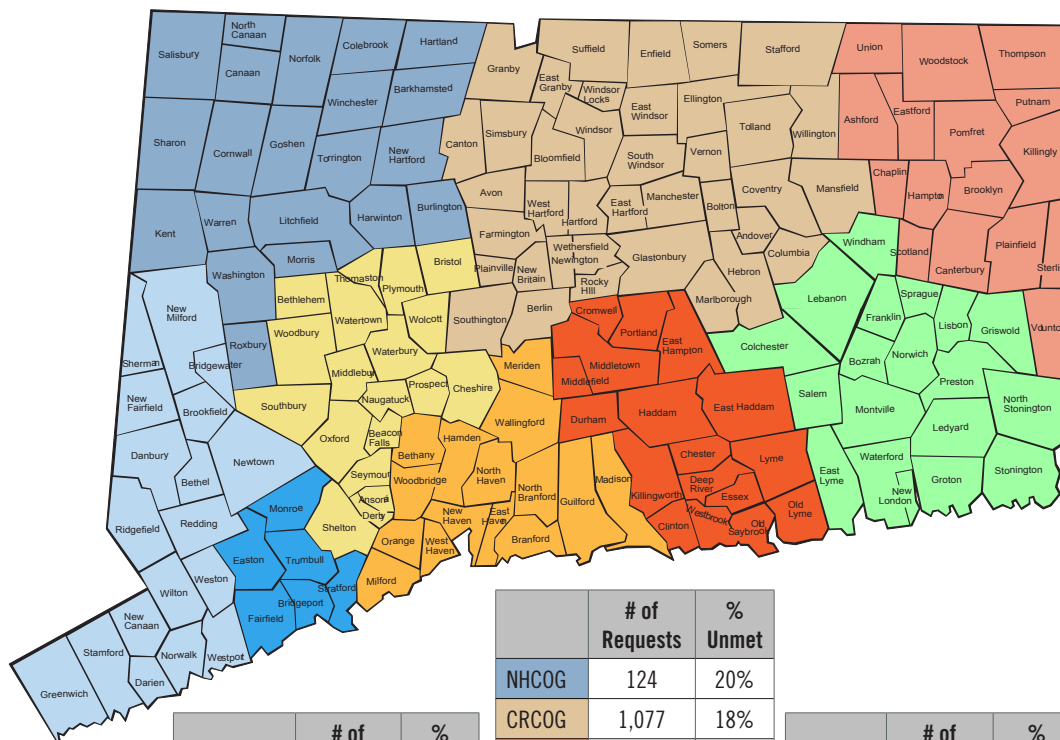
Service Request	# of Requests	% Unmet
Medical Appointments Transportation	1,796	6%
Disability Related Transportation	707	9%
Local Bus Services	264	13%
Senior Ride Programs	244	9%
Transportation/ Automobile Expense Assistance	191	87%
Community Ride/ Ride Sharing Programs	123	60%
Discount Transit Passes	118	75%
Taxi Fare	52	21%
Local Rail Services	40	18%
Family Prison Visitation Support	31	3%

TOP 10 TRANSPORTATION SEARCHES ON 211CT.ORG

Service Term	# of Searches
Medical Appointments Transportation	1,772
Disability Related Transportation	736
Senior Ride Programs	651
Automobiles	541
Transportation Expense Assistance	433
Local Bus Services	357
Discount Transit Passes	321
Child Transportation Programs	249
Transportation Issues	242
Community Ride Programs	194

TRANSPORTATION SERVICE REQUESTS BY REGIONAL COUNCILS OF GOVERNMENT

Councils of Governments (COG) bring together local governments to coordinate land use and transportation planning on a regional basis. They provide a platform for communication and collaboration among their member municipalities which helps identify and address regional issues. Under the direction of the Office of Policy and Management, Connecticut consolidated its 15 planning regions into **9 Regional Councils of Governments** (formally Regional Planning Organizations) in 2014. The breakdown of service requests by COG provided below and on the subsequent pages is intended to help shine a light on the transportation needs within each region.



	# of Requests	% Unmet
WestCOG	213	15%
METROCOG	344	17%
NVCOG	553	14%

	# of Requests	% Unmet
NHCOCG	124	20%
CRCOCG	1,077	18%
NECCOG	78	21%

	# of Requests	% Unmet
SCRCOG	730	15%
RiverCOG	170	11%
SCCOG	337	26%

Capitol Region Council of Governments (CRCOG)

In 2016, 2-1-1 received **1,077** transportation service requests. **18%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	538	7%
Disability Related Transportation	197	7%
Senior Ride Programs	73	3%
Local Bus Services	72	11%
Transportation/ Automobile Expense Assistance	49	100%
Discount Transit Passes	42	90%
Community Ride/ Ride Share Programs	32	72%
Taxi Fare	31	19%
Child Transportation Programs	11	82%
Local Rail Services	8	25%

Most Referred Transportation Resources

- Logisticare
- Dial-A-Ride
- ADA Paratransit System
- CT Rides
- CTransit
- Road to Recovery (through Columbus House)
- Curtain Transportation Group
- Disabled American Veterans Transportation Network
- People to Places
- LifeLinx Corporation
- Northwestern Connecticut Transit District
- Eastern Connecticut Transportation
- My Ride Program
- Mary Wade
- Interfaith Volunteer Transportation Program
- Job Starter (through Workforce Alliance)
- Share the Fare Taxi Voucher Program
- SweetHART Transportation Service

For contact information, eligibility requirements, hours of operation and a complete program description, please search any of these transportation resources at www.211ct.org or dial 2-1-1 to speak with a contact specialist.

Connecticut Metropolitan Council of Governments (METROCOG)

In 2016, 2-1-1 received **344** transportation service requests. **17%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	177	3%
Disability Related Transportation	68	9%
Local Bus Services	28	18%
Discount Transit Passes	12	100%
Senior Ride Programs	11	45%
Community Ride/ Ride Sharing Programs	10	80%
Transportation/ Automobile Expense Assistance	10	100%
Local Rail Services	5	20%
Taxi Fare	4	0%
Child Transportation Programs	3	67%

Lower Connecticut River Valley Council of Governments (RiverCOG)

In 2016, 2-1-1 received **170** transportation service requests. **11%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	88	1%
Disability Related Transportation	43	9%
Local Bus Services	11	18%
Senior Ride Programs	9	11%
Transportation/ Automobile Expense Assistance	7	100%
Discount Transit Passes	3	67%
Family Prison Visitation Support	2	0%
Community Ride/ Ride Sharing Programs	4	25%
Local Rail Services	2	50%
Automobile/Van Adaptations	1	0%

Western Connecticut Council of Governments (WestCOG)

In 2016, 2-1-1 received **213** transportation service requests. **15%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	107	6%
Disability Related Transportation	56	7%
Senior Ride Programs	19	5%
Local Bus Services	14	0%
Transportation/ Automobile Expense Assistance	12	100%
Local Rail Services	4	0%
Discount Transit Passes	3	100%
Community Ride/ Ride Share Programs	3	100%
Taxi Fare	3	0%
Automobile/Van Rentals	2	50%

Naugatuck Valley Council of Governments (NVCOG)

In 2016, 2-1-1 received **553** transportation service requests. **14%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	288	5%
Disability Related Transportation	113	11%
Local Bus Services	43	12%
Senior Ride Programs	36	14%
Community Ride/ Ride Share Programs	21	43%
Transportation/ Automobile Expense Assistance	16	94%
Local Rail Services	11	45%
Discount Transit Passes	8	88%
Child Transportation Programs	4	100%
Emergency Road Service	4	75%

South Central Regional Council of Governments (SCRCOG)

In 2016, 2-1-1 received **730** transportation service requests. **15%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	348	6%
Disability Related Transportation	133	9%
Senior Ride Programs	64	6%
Local Bus Services	54	13%
Discount Transit Passes	38	37%
Transportation/ Automobile Expense Assistance	35	63%
Community Ride/ Ride Share Programs	19	58%
Family Prison Visitation Support	14	0%
Local Rail Services	7	29%
Taxi Fare	5	40%

Northeastern Connecticut Council of Governments (NECCOG)

In 2016, 2-1-1 received **78** transportation service requests. **21%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	35	9%
Disability Related Transportation	21	10%
Local Bus Services	6	0%
Senior Ride Programs	5	20%
Community Ride/ Ride Share Programs	5	80%
Transportation/ Automobile Expense Assistance	4	100%
Child Transportation Programs	1	100%
Discount Transit Passes	1	100%

The Southeastern Connecticut Council of Governments (SCCOG)

In 2016, 2-1-1 received **337** transportation service requests. **26%** of those request were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	156	8%
Disability Related Transportation	52	21%
Transportation/ Automobile Expense Assistance	48	63%
Local Bus Services	21	19%
Community Ride/ Ride Share Programs	20	75%
Senior Ride Programs	16	25%
Discount Transit Passes	7	100%
Emergency Road Service	4	75%
Child Transportation Programs	3	0%
Airports	2	0%

Northwest Hills Council of Governments (NHCOG)

In 2016, 2-1-1 received **124** transportation service requests. **20%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	54	4%
Disability Related Transportation	23	10%
Local Bus Services	6	0%
Senior Ride Programs	10	0%
Community Ride/ Ride Share Programs	9	33%
Transportation/ Automobile Expense Assistance	9	67%
Discount Transit Passes	4	100%
Taxi Fare	3	33%
Local Rail Services	1	0%

The mission of United Way of Connecticut is to help meet the needs of Connecticut and its residents by providing information, education and connection to services. United Way of Connecticut provides services with support from the State of Connecticut and Connecticut United Ways.