

# 2-1-1 CONNECTICUT

## BAROMETER

### Transportation

September 2018

*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 FY18 (July 1, 2017-June 30, 2018), United Way of Connecticut/2-1-1 received nearly 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.

## 2-1-1 CONNECTS CONNECTICUT RESIDENTS TO TRANSPORTATION RESOURCES AND INFORMATION

Connecticut residents contact 2-1-1 for a variety of transportation needs. In FY18 the most common transportation requests were for medical appointment transportation, disability related transportation, local bus services and senior ride programs. Of the 3,462 service requests, 84% of callers were successfully referred to programs and services while 16% 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 569 unmet service requests in FY18, 347 (61%) were unmet because there was no program available. To a much lesser extent, the reason a request was unmet was because the caller refused the referral (13%) or the individual was ineligible for available services (6%).

Transportation resources can also be accessed through [www.211ct.org](http://www.211ct.org). In FY18 2-1-1's [Transportation Page](#) had more than 3,800 page views. This page lists, by category, commonly sought transportation topics and provides links to transportation services in the 2-1-1 database. 2-1-1 Connecticut also maintains several transportation eLibrary papers including [Adaptive Driver Training](#), [Vehicle Adaptations](#), [Discount Bus and Rail Fare Passes](#), [Aggressive Driving and Road Rage](#), [Disability Parking](#) and [Transportation Options](#). These papers were viewed a total of 2,105 times in FY18 and the [Discount Bus and Rail Fare Passes](#) eLibrary paper had nearly 550 views.

### Medical Appointment Transportation

Non-emergency medical transportation (NEMT) is an important resource for individuals that need to get to and from medical services, but have no means of transportation. NEMT strives to ensure eligible patients receive transportation to their medical appointments, the pharmacy, urgent care, or the hospital. Despite national efforts to provide those in need with transportation to the medical care they need, transportation continues to be a barrier to maintaining good health, especially among lower income patients. More than 50% of the 3,462 transportation service requests received by 2-1-1 in FY18 were for non-emergency medical transportation. Additionally, “medical appointments transportation” was searched nearly 3,000 times on 211ct.org.

On January 1, 2018, the State of Connecticut’s Department of Social Services entered into a 3 year contract with **Veyo** to provide NEMT for Husky A, C and D recipients. **Logisticare** previously provided this service. In FY18 2-1-1 Contact Specialists made 587 referrals to **Logisticare** and 674 referrals to **Veyo**. Of the 1,875 total service requests for non-emergency medical transportation, 94% of requests were connected with a resource.

### Senior Ride Programs and Disability Related Transportation

Collectively, requests for senior and disability related transportation made up 22% of all transportation requests in FY18. 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 90% of the time in FY18.

### 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. **JobLinks** offers accessible, affordable transportation options for low-income

workers in Northwest Connecticut. Those who are eligible may receive free bus passes or gas cards to help offset the cost of traveling to work. **JobLinks** also offers **Car Based Solutions** for eligible individual whose car is used for employment-related activities. Those who qualify can receive up to \$800 for repairs and fees, including licenses, emissions, registration and insurance. Connecticut Department of Social Services (DSS) provides funding for the JobLinks Program through the Northwest Regional Workforce Investment Board.

Limited funding and strict eligibility requirements resulted in many requests for financial assistance being unmet. Transportation/Automobile Expense Assistance accounted for just under 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.

### Local Bus and Rail Services, Community Ride and Ride Sharing Programs

Using local and statewide bus services is a popular option for commuters who are unable to drive, 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 FY18, 2-1-1 contact specialists received 239 requests (7% of all transportation requests) for local bus services and were able to connect 79% of those requests with a resource. Of the requests for local bus services that were unmet, 55% were unmet because there was no program found to meet the caller’s needs.

There are several local rail options in Connecticut including **Shore Line East**, **Metro-North Railroad** and the **Hartford Line CTrail**. Shore Line East is a commuter rail service that operates between New London and New Haven, making several stops along the shoreline. **Shore Line East** connects with **Metro North Railroad**, which provides rail service between New Haven and New York City’s Grand Central Station as well as rail connections between Stratford and Waterbury, South Norwalk and Danbury and Stamford and New Canaan. **Hartford Line CTrail** is a new regional rail service that launched in June of 2018. It offers more frequent, convenient, and faster passenger rail service between New Haven, Hartford and Springfield. During the first six weeks, more than 69,000 passengers traveled along the eight-stop line. In FY18 service request for local rail services made up just under 1% of all transportation service request.

Request for community rides and riding sharing programs including van/car pool and partial ride matching services made up 2% of transportation requests in FY18. 71% of these requests

were unmet (86% of community ride request and 58% of ride share program requests.) Of those requests that were unmet, 46% were unmet because there was no program found to meet the callers need.

Inconsistent work schedules and early morning, late night or weekend transportation needs prevent some Connecticut residents from utilizing transportation resources. National labor statistics indicate that 66 percent of food service workers, 52 percent of retail workers, and 40 percent of janitors and housekeepers know their schedules only a week or less in advance. [“Working in the Service Sector in Connecticut,”](#) a recent survey (March 2018) conducted by Berkeley University’s Shift Project, revealed that 65% of Connecticut service sector workers have irregular or variable work schedules, 50% work “clopening” shifts (closing a business location at night and then returning in the morning to reopen the same business) and 25% are on-call workers.

An increase in the percentage of on-demand or project-to-project workers and the high percent of workers, particularly in the service sector, with irregular work schedules makes it less likely that local bus and rail services and other community ride options will satisfy the transportation needs of many commuters. Many shared ride services, including buses, trains, and van/carpools are structured around standard business hours with less early morning, late night and weekend options.

### Discount Transit Passes

Requests for discount transit passes represent another service request with a high percentage of unmet need. These requests made up 4% of transportation requests in FY18 and 93% 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.

### Bike Sharing Programs

Bike sharing programs are now available in Hartford and New Haven. [LimeBike](#), available in Hartford and [Bike New Haven](#) provide bicycle sharing transportation options for individuals without a car, interested in an alternative mode of transportation or looking for a fun way to explore two of Connecticut’s cities. Both programs are available 24/7 through an easy to download smart phone application.



## TOP 10 TRANSPORTATION REQUESTS IN FY18

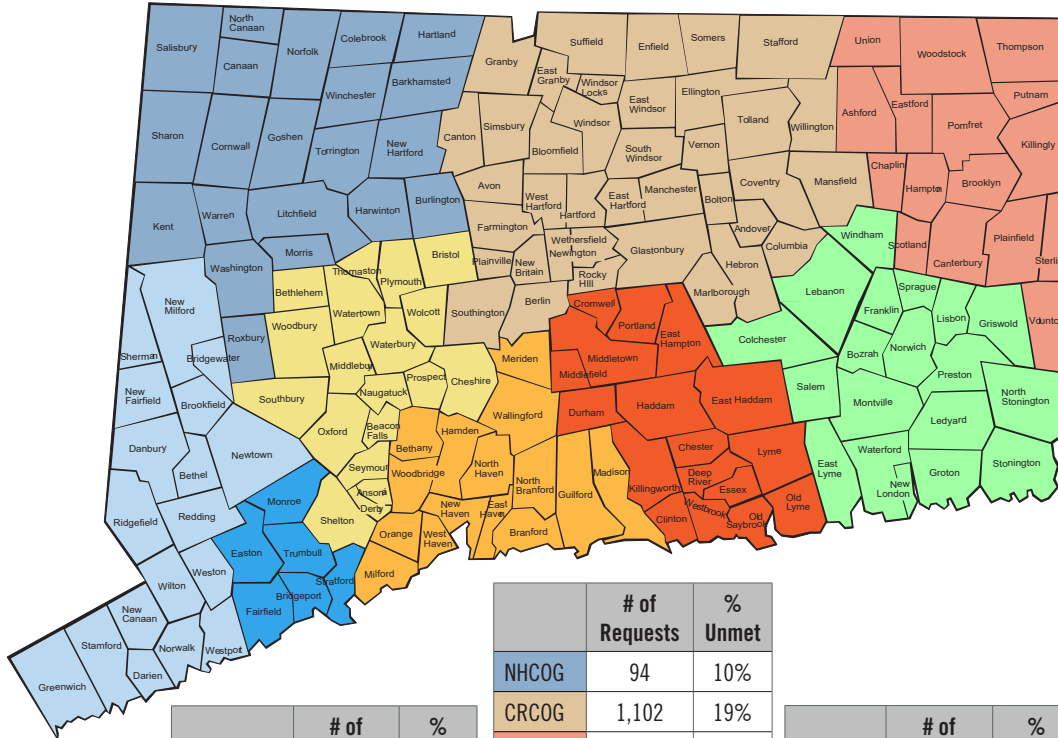
Service Request	# of Requests	% Unmet
Medical Appointments Transportation	1875	4%
Disability Related Transportation	553	11%
Local Bus Services	239	21%
Senior Ride Programs	194	9%
Discount Transit Passes	137	93%
Transportation Expense Assistance	87	98%
Automobiles	84	76%
Family Prison Visitation Support	41	10%
General Paratransit/Community Ride Programs	40	83%
Ride Sharing	36	58%

## TOP 10 TRANSPORTATION SEARCHES ON 211CT.ORG

Service Term	# of Searches
Medical Appointments Transportation	2,930
Senior Ride Programs	1,274
Disability Related Transportation	1041
Transportation	604
Local Bus/Rail Services	533
Transportation Issues	298
Ride Sharing Programs	255
Transportation Expense Assistance	159
Transportation Volunteer Opportunities	151
Child Transportation Programs	73

## 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	182	16%
METROCOG	314	16%
NVCOG	587	14%

	# of Requests	% Unmet
NHCOCG	94	10%
CRCOCG	1,102	19%
NECCOG	63	16%

	# of Requests	% Unmet
SCRCOG	608	14%
RiverCOG	150	22%
SCCOG	337	14%

### Capitol Region Council of Governments (CRCOG)

In FY18, 2-1-1 received **1,102** transportation service requests. **19%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	579	5%
Disability Related Transportation	163	12%
Local Bus Services	82	23%
Senior Ride Programs	66	8%
Discount Transit Passes	64	97%
Transportation Expense Assistance	27	100%
Taxi Fare	24	21%
Automobiles	22	95%
Family Prison Visitation Support	20	5%
Ride Sharing Programs	12	17%

### Most Referred Transportation Resources

- Veyo
- Logisticare
- Dial A Ride
- ADA Paratransit Service
- Road To Recovery
- Cttransit
- Eastern Connecticut Transportation Consortium
- Access Line - Transportation Services
- Connecticut Substance Abuse Treatment Transportation
- Coordinated Transportation Solutions
- Human Resources Agency Of New Britain - Bristol Office
- Allied Rehabilitation Centers
- Connecticut Prison Shuttle (Family Prison Visitation Support)
- Lifelinx Corporation
- Senior Transportation Services, Inc.
- Disabled American Veterans - DAV Transportation Network
- Senior Transportation Services, Inc.
- Mary Wade
- Ctrides

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



**Connecticut Metropolitan Council of Governments (METROCOG)**

In FY18, 2-1-1 received **314** transportation service requests. **16%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	165	4%
Disability Related Transportation	54	9%
Local Bus Services	30	13%
Discount Transit Passes	14	100%
Senior Ride Programs	13	31%
Local Rail Services	9	0%
Transportation Expense Assistance	7	100%
Taxi Fare	6	17%
General Paratransit/Community Ride Programs	4	100%
Automobiles	3	100%

**Lower Connecticut River Valley Council of Governments (RiverCOG)**

In FY18, 2-1-1 received **150** transportation service requests. **22%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	70	4%
Disability Related Transportation	31	19%
Local Bus Services	15	7%
Automobiles	8	100%
Discount Transit Passes	8	100%
Senior Ride Programs	8	13%
Transportation Expense Assistance	3	100%
General Paratransit/Community Ride Programs	2	100%
Ride Sharing Programs	2	0%
Child Transportation Programs	1	0%

**Western Connecticut Council of Governments (WestCOG)**

In FY18, 2-1-1 received **182** transportation service requests. **16%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	104	5%
Disability Related Transportation	29	21%
Senior Ride Programs	12	8%
Local Bus Services	9	11%
Discount Transit Passes	7	86%
Automobiles	5	80%
Airports	2	0%
Child Transportation Programs	2	100%
General Paratransit/Community Ride Programs	2	100%
Local Rail Services	2	0%

**Naugatuck Valley Council of Governments (NVCOG)**

In FY18, 2-1-1 received **587** transportation service requests. **14%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	340	4%
Disability Related Transportation	104	9%
Local Bus Services	41	22%
Senior Ride Programs	27	4%
Transportation Expense Assistance	14	100%
Discount Transit Passes	11	100%
General Paratransit/Community Ride Programs	9	78%
Ride Sharing Programs	8	13%
Automobiles	7	86%
Child Transportation Programs	6	83%

### South Central Regional Council of Governments (SCRCOG)

In FY18, 2-1-1 received **608** transportation service requests. **14%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	325	3%
Disability Related Transportation	81	9%
Senior Ride Programs	48	2%
Local Bus Services	42	17%
Discount Transit Passes	20	75%
Transportation Expense Assistance	19	89%
Taxi Fare	16	6%
Family Prison Visitation Support	14	14%
Automobiles	13	100%
Local Rail Services	10	0%

### Northwest Hills Council of Governments (NHCOG)

In FY18, 2-1-1 received **94** transportation service requests. **10%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	61	2%
Disability Related Transportation	15	7%
Senior Ride Programs	4	0%
Automobiles	3	100%
General Paratransit/Community Ride Programs	3	0%
Local Bus Services	3	0%
Discount Transit Passes	1	100%
Drinking/Drug Impaired Driver Transportation	1	100%
Emergency Road Service	1	100%
Transportation Expense Assistance	1	100%

### Northeastern Connecticut Council of Governments (NECCOG)

In FY18, 2-1-1 received **63** transportation service requests. **16%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	32	3%
Disability Related Transportation	15	13%
Local Bus Services	5	60%
Senior Ride Programs	5	20%
Taxi Fare	2	50%
Automobiles	1	0%
Discount Transit Passes	1	100%
Ferry Services	1	0%
Transportation Expense Assistance	1	100%

### The Southeastern Connecticut Council of Governments (SCCOG)

In FY18, 2-1-1 received **337** transportation service requests. **14%** of those request were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	185	4%
Disability Related Transportation	60	7%
Automobiles	21	29%
Transportation Expense Assistance	12	100%
Senior Ride Programs	11	9%
Taxi Fare	11	0%
Local Bus Services	10	20%
Discount Transit Passes	9	89%
General Paratransit/Community Ride Programs	5	60%
Local Rail Services	3	33%

*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.*