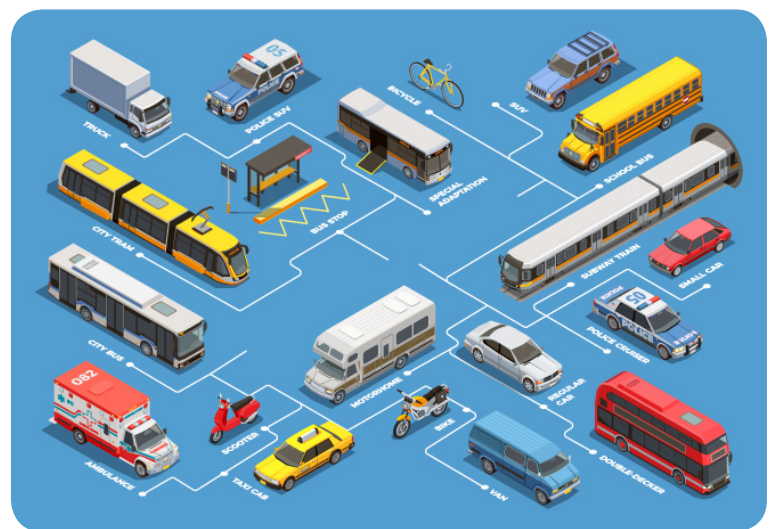


# 2-1-1 CONNECTICUT BAROMETER

*Using data for positive change.*

## Transportation

**October 2019**



### INTRODUCTION

In FY19 (July 1, 2018 - June 30, 2019), United Way of Connecticut/2-1-1 received more than 3,800 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. For a closer look at all of 2-1-1's call data, visit [ct.211counts.org](http://ct.211counts.org).

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

Connecticut residents contact 2-1-1 for a variety of transportation needs. In FY19 the most common transportation requests were for medical appointment transportation, disability related transportation, local bus services and senior ride programs. Of the 3,815 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 618 unmet service requests in FY19, 399 (65%) 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 (5%).

Transportation resources can also be accessed through [www.211ct.org](http://www.211ct.org). In FY19 2-1-1's [Transportation Page](#) had more than 3,100 page views. This page lists, by category, commonly sought transportation topics and provides links to transportation services in the 2-1-1 database. Those seeking transportation resources can run searches on 211ct.org. In FY19, more than 7,600 searches for transportation resources were made on the 2-1-1 website. 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 2,852 times in FY19 and the [Discount Bus and Rail Fare Passes](#) eLibrary paper had more than 680 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. In FY19, more than 50% of the 3,815 transportation service requests received by 2-1-1 were for non-emergency medical transportation and 96% of callers were referred to a medical appointment transportation resource.

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.

The American Hospital Association’s publication “[Transportation and the Role of Hospitals](#)” [Figure 1] emphasizes that barriers to transportation greatly affect the quality of people’s lives; “Because transportation touches many aspects of a person’s life, adequate and reliable transportation services are fundamental to healthy communities.” Connecticut’s Department of Social Services has a contract with Veyo to provide NEMT for Husky A, C and D recipients. In FY19, 1,330 referrals were made to **Veyo**. Additionally, “medical appointments transportation” was the most searched transportation resource on 211ct.org with more than 2,000 searches.

### Substance Use Treatment Transportation

NEMT also includes transportation for those in need of substance use treatment. Transportation to inpatient treatment providers or to DMHAS approved sober living homes, regardless of insurance status, is available to Connecticut residents. **Access Line** works with **Columbus House** and **InterCommunity Recovery Centers, Inc.** to provide transportation for people who are without an independent means of transportation and who do not require transport by ambulance. Transportation to medically monitored detox is available statewide, 24 hours/7 days, including holidays. Transportation to other levels of care is available 8am-12midnight. In FY19, 422 referrals were made to Access Line.

### Senior Ride Programs and Disability Related Transportation

Collectively, requests for senior and disability related transportation made up 23% of all transportation requests in FY19. 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. **Share the Fare Taxi Voucher Program** provides half price taxi vouchers for seniors ages 62+ and residents with a disability living in Stamford.

2-1-1 callers seeking senior and disability related transportation services were successfully connected to resources 88% of the time in FY19. Requests for disability related transportation were the 2nd most common transportation request in FY19 (593).

## Effects of Transportation Barriers



3.6 million people in the U.S. do not obtain medical care due to transportation barriers.

4 percent of children (approximately 3 million) in the U.S. miss a health care appointment each year due to unavailable transportation; this includes 9 percent of children in families with incomes of less than \$50,000.



Transportation is the third most commonly cited barrier to accessing health services for older adults.



[Figure 1]

## 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 FY19, 2-1-1 contact specialists received 241 requests (6% of all transportation requests) for local bus services and were able to connect 74% of those requests with a resource.



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. The **Hartford Line** is a regional rail service that launched in June of 2018. It offers more frequent, convenient, and faster passenger rail service between New Haven and Springfield. Since opening, passengers have taken over 530,000 trips along the eight-stop line. In FY19, service requests for local rail services made up less than 1% of all transportation service requests.

Request for community rides and riding sharing programs including van/car pool and partial ride matching services made up less than 3% of transportation requests in FY19. 32% of these requests were unmet (59% of community ride request and 9% of ride share program requests.) Of those requests that were unmet, 68% 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 survey 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.

# 211 Stats

## TOP 10 TRANSPORTATION REQUESTS IN FY19

Service Request	# of Requests	% Unmet
Non-Emergency Medical Transportation	2144	4%
Disability Related Transportation	593	11%
Local Bus Services	241	16%
Senior Ride Programs	227	15%
Discount Transit Passes	135	100%
Transportation Expense Assistance	98	98%
Automobiles	84	80%
Taxi Fare	67	19%
Ride Sharing Programs	54	9%
General Paratransit/Community Ride Programs	44	59%

## TOP 10 TRANSPORTATION SEARCHES ON 211CT.ORG

Service Term	# of Searches
Medical Appointments Transportation	2930
Senior Ride Programs	1274
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/ 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. Currently, 2-1-1's database contains very few resources for individuals in need of automobile or transportation expense assistance.

The Town of Stonington offers transportation expense assistance through their [Humans Services Assistance Programs](#). There is an application process and all requests are reviewed by the Social Service committee.

[Catholic Charities Family Loan Program](#) provides small loans to working parents to purchase a car for work, or to pay for car repairs.

A lack available resources, limited funding and strict eligibility requirements resulted in many requests for financial assistance being unmet. In FY19, 98% of Transportation Expense Assistance requests were unmet. Combined, 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 program available.

## Discount Transit Passes

Requests for discount transit passes represent another service request with a high percentage of unmet need. In FY19 2-1-1 Contact Specialist received 135 requests for discount transit passes. 100% of these requests were unmet primarily because there was no program to meet the caller's need. Making discount transit passes available to those in need may help individuals get to work, travel to see loved ones or encourage the use of public transportation.

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/Youth Bike Programs

[Bike New Haven](#) provides bicycle sharing transportation options for individuals without a car, interested in an alternative mode of transportation or looking for a fun way to explore New Haven. The program currently offers 200 bikes located at 31 bike stations throughout New Haven. Bikes are available for rental 24/7 in 45 minute increments through an easy-to-download smart phone application.

[Earn-A-Bike](#) program is an eight week evening course for Hartford youth ages 14 through 19 to introduce them to the world of bicycles. Applicants who complete the course earn a bicycle they fix themselves, bike lights, a helmet, and a bicycle lock.

## Most Referred Transportation Resources FY19

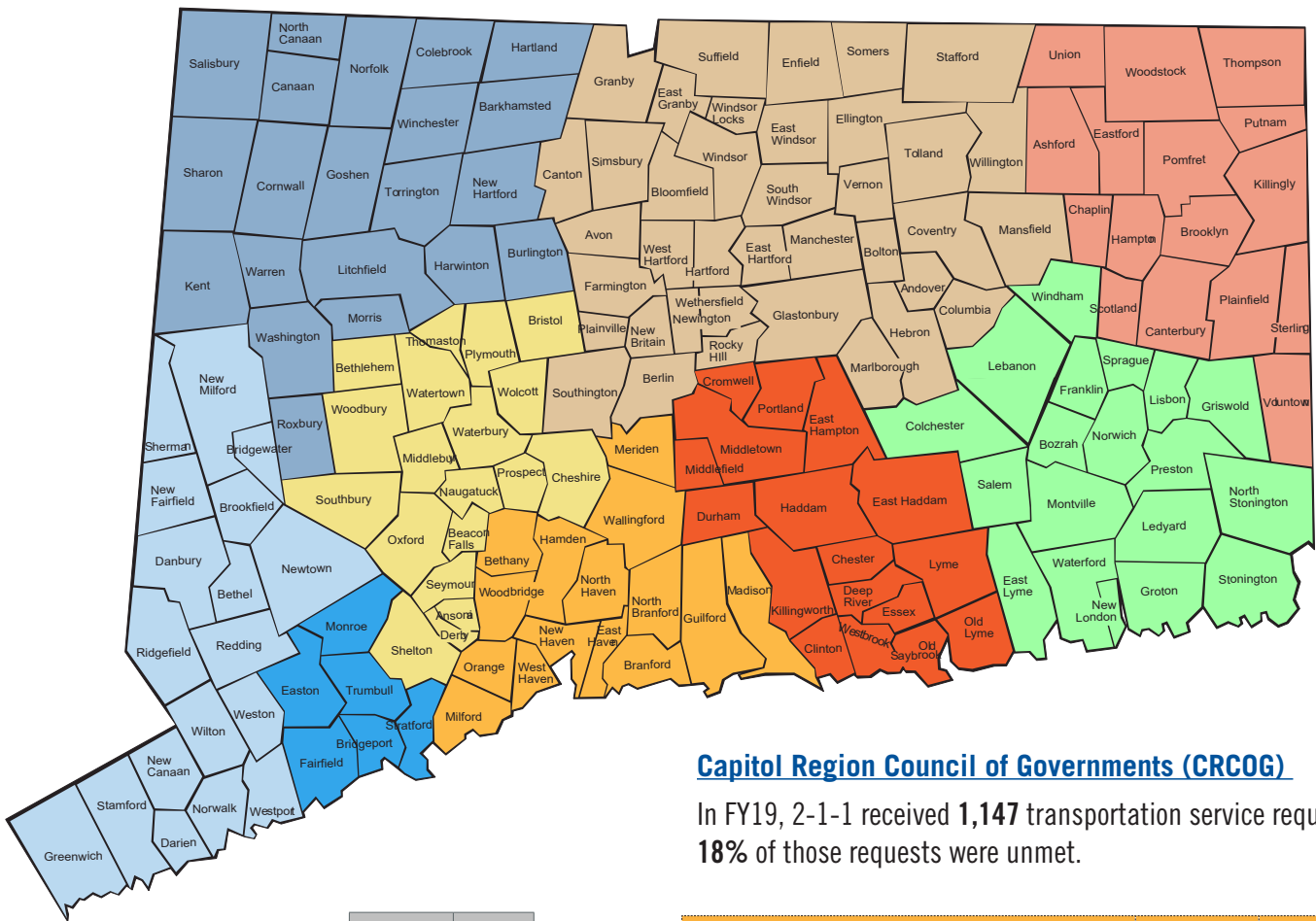
- Veyo
- Access Line
- Dial-A-Ride
- Curtin Transportation
- Ada Paratransit System
- CTtransit
- Coordinated Transportation Solutions
- Road To Recovery
- Disability Related Transportation
- Mary Wade
- Vanpools
- Allied Transportation
- Interfaith Volunteer Transportation Program
- Best Home Care Ct
- Human Resources Agency Of New Britain
- Eastern Ct Travel Voucher Program
- Sweethart Transportation Service
- Valley Transit District (VTD)
- Eastern Connecticut Transportation Consortium
- CTfastrak Bus Transportation Service
- Nutmeg Senior Rides, Inc.
- Share The Fare Taxi Voucher Program
- Greater New Haven Transit District
- AAA Emergency Road Service
- Freedom Ride Accessible Taxi Program

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.



## 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
NHCOC	106	10%
CRCOC	1,147	18%
NECCOC	87	17%
WestCOG	242	16%
METROCOG	327	16%
NVCOC	656	14%
SCRCOC	672	15%
RiverCOG	169	16%
SCCOG	365	13%

Top Service Requests	# of Requests	% Unmet
Medical Appointment Transportation	631	5%
Disability Related Transportation	149	14%
Local Bus Services	85	14%
Senior Ride Programs	68	9%
Discount Transit Passes	52	100%
Transportation Expense Assistance	39	97%
Taxi Fare	38	13%
Automobiles	19	84%
General Paratransit/Community Ride Programs	15	53%
Ride Sharing Programs	14	14%

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

In FY19, 2-1-1 received **327** transportation service requests. **16%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	198	3%
Disability Related Transportation	49	6%
Local Bus Services	16	19%
Senior Ride Programs	16	38%
Discount Transit Passes	10	100%
Local Rail Services	7	29%
Transportation Expense Assistance	7	100%
Automobiles	6	100%
Child Transportation Programs	5	0%
General Paratransit/Community Ride Programs	5	100%

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

In FY19, 2-1-1 received **169** transportation service requests. **16%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	79	5%
Disability Related Transportation	38	11%
Local Bus Services	21	5%
Senior Ride Programs	9	22%
Automobiles	6	100%
Transportation Expense Assistance	5	100%
General Paratransit/Community Ride Programs	4	25%
Discount Transit Passes	3	100%
Ride Sharing Programs	3	0%
Family Prison Visitation Support	1	100%

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

In FY19, 2-1-1 received **656** transportation service requests. **14%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	382	2%
Disability Related Transportation	115	10%
Senior Ride Programs	33	15%
Local Bus Services	25	12%
Discount Transit Passes	24	100%
Taxi Fare	16	19%
Transportation Expense Assistance	15	100%
Automobiles	11	100%
Local Rail Services	7	0%
Ride Sharing Programs	7	0%

**Northeastern Connecticut Council of Governments (NECCOG)**

In FY19, 2-1-1 received **87** transportation service requests. **17%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	52	8%
Disability Related Transportation	13	15%
Senior Ride Programs	5	20%
Local Bus Services	4	25%
Ride Sharing Programs	3	0%
Discount Transit Passes	2	100%
Transportation Expense Assistance	2	100%
Airports	1	100%
Child Transportation Programs	1	100%
Emergency Road Service	1	0%

**Northwest Hills Council of Governments (NHCOG)**

In FY19, 2-1-1 received **106** transportation service requests. **11%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	66	11%
Disability Related Transportation	15	20%
Local Bus Services	7	43%
Senior Ride Programs	5	0%
Automobiles	4	100%
Discount Transit Passes	3	100%
Ride Sharing Programs	2	0%
Automobile/Van Rentals	1	0%
General Paratransit/Community Ride Programs	1	100%
Transportation Expense Assistance	1	100%

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

In FY19, 2-1-1 received **365** transportation service requests. **13%** of those request were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	220	2%
Disability Related Transportation	54	13%
Local Bus Services	24	13%
Automobiles	21	52%
Senior Ride Programs	12	25%
Ride Sharing Programs	7	14%
Discount Transit Passes	6	100%
Transportation Expense Assistance	6	100%
Child Transportation Programs	3	0%
Local Rail Services	3	100%

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

In FY19, 2-1-1 received **672** transportation service requests. **15%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	353	3%
Disability Related Transportation	114	6%
Senior Ride Programs	55	7%
Local Bus Services	45	20%
Discount Transit Passes	30	100%
Transportation Expense Assistance	17	94%
Automobiles	11	100%
Ride Sharing Programs	11	9%
General Paratransit/Community Ride Programs	8	63%
Taxi Fare	7	29%

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

In FY19, 2-1-1 received **242** transportation service requests. **16%** of those requests were unmet.

Top Service Requests	# of Requests	% Unmet
Medical Appointments Transportation	135	6%
Disability Related Transportation	41	17%
Senior Ride Programs	23	22%
Local Bus Services	9	11%
Transportation Expense Assistance	6	100%
Automobiles	5	40%
Discount Transit Passes	5	100%
Local Rail Services	3	0%
Ride Sharing Programs	3	0%
Automobile/Van Rentals	2	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.*