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# EQUITY THROUGH ACCESS

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2020 Update to the Greater Philadelphia Region's  
Coordinated Human Services Transportation Plan



**GAPS AND BRIDGES**



**The Delaware Valley Regional Planning Commission** is the federally designated Metropolitan Planning Organization for a diverse nine-county region in two states: Bucks, Chester, Delaware, Montgomery, and Philadelphia in Pennsylvania; and Burlington, Camden, Gloucester, and Mercer in New Jersey.



**DVRPC's vision** for the Greater Philadelphia Region is a prosperous, innovative, equitable, resilient, and sustainable region that increases mobility choices by investing in a safe and modern transportation system; that protects and preserves our natural resources while creating healthy communities; and that fosters greater opportunities for all.

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# Table of Contents

**Introduction\_\_1**

**Gaps and Bridges\_\_2**

**Gaps\_\_2**

Infrastructure\_\_2

Service and funding\_\_3

Data and coordination\_\_4

**Bridges\_\_5**

Create accessible and affordable infrastructure\_\_5

Provide infrastructure that feels safe for vulnerable users\_\_6

Improve transportation service\_\_7

Improve outreach and communication\_\_9

Encourage creative, flexible use of existing funding sources and identify new funding partners\_\_10

Create data resources\_\_11

**COVID-19 Impacts on ETA Communities\_\_12**

**Shuttle Services in the DVRPC Region\_\_14**



# Introduction

The 2020 Equity Through Access (ETA) project is the Delaware Valley Regional Planning Commission's (DVRPC's) update of the region's Coordinated Human Services Transportation Plan (CHSTP), which seeks to improve economic and social opportunity in the region by improving access to essential services for vulnerable populations. This project responds to the changing CHSTP funding landscape and looks for new ways to promote accessible, affordable, and safe mobility.

One of the guiding influences of the ETA project is the U.S. Department of Transportation's Ladders of Opportunity initiative. This effort was launched in 2015 to foster more involvement and inclusion, and to mitigate barriers through the nation's infrastructure improvements in order to build more vibrant communities; a healthier economy; and a stronger, more connected nation. The initiative recognizes that transportation projects exert influence beyond the built environment, impacting the job opportunities and social mobility of individuals and communities.

Building off the Ladders of Opportunity initiative, the 2020 ETA project conducted an outreach process, meeting with a wide range of providers and users, as well as a stakeholder committee to define DVRPC's vision and parameters for this project. Vulnerable populations are defined as persons who are more critically impacted by barriers and gaps in infrastructure, service coordination, and policy development. In the context of this project, these populations are individuals who are low income, seniors, physically disabled, mentally disabled, and/or transit dependent. Essential services are defined as destinations needed to access a high

quality of life for vulnerable populations and all citizens of the region. These resources include places of employment, grocery stores, schools, medical facilities, recreation/open space, senior centers, and centers for the developmentally disabled.

The iterative outreach process revealed a series of issues and needs that vulnerable populations face in accessing essential services. These were compiled into "Gaps and Bridges." Gaps are existing factors in the region that constrain access to transportation or mobility for vulnerable populations. Bridges are possible solutions, based on case studies and expert opinion, aimed at developing more comprehensive and effective regional transit service and multimodal infrastructure.

The following gaps and bridges reflect the ETA project's findings based on the collected feedback and information, and together serve as the priority strategies of the new regional CHSTP.



Members of the ETA steering committee discussing updates to the Gaps and Bridges document.

# Gaps and Bridges

## Gaps

Listed below are existing factors in the region that constrain access to transportation for vulnerable populations.

## Infrastructure

- Not all fixed-route transit service is Americans with Disabilities Act (ADA) accessible.
- Some ADA-accessible transit vehicles and stops are hindered by inaccessible or nonexistent sidewalk networks, sometimes as a permanent condition, and sometimes temporarily if accessible pathways are not required to be maintained during construction.
- Some intersections lack appropriate traffic and pedestrian signals, curb ramps, or marked pedestrian crossings.
- Existing utility infrastructure (electric poles, street lighting) and limited rights-of-way create barriers for ADA-compliant networks.
- Some transportation infrastructure (such as overpasses, rail lines, and wide roadways) can create barriers within and between neighborhoods.
- Transfers between transportation modes are not always accessible, coordinated, affordable, or intuitive.



A SEPTA bus stop along a busy road in Delaware County, Pennsylvania.



Many suburban bus stops lack connective sidewalks.

## Service and funding

- Existing routes and schedules are not always coordinated, flexible, or convenient. For example, some on-demand paratransit services require advance reservations of a day or more.
- Coordinating trips using more than one provider can be difficult and can make intercounty and interstate transportation time consuming, and expensive.
- Existing paratransit service technology does not allow for direct communication between customers and drivers, making it difficult for users to effectively coordinate pick-ups or convey issues that might affect their trip.
- Shared services for riders with different needs are inhibited by rules and licensing developed by the services' individual funding sources.
- There is inadequate funding to meet overall service demand among vulnerable populations.
- There is little competition among transportation providers in some counties resulting in a lack of innovation or service improvements.
- Transportation workers and coordinators are not always knowledgeable about the needs of the vulnerable groups that they serve.
- The cost of transportation can be a financial burden for vulnerable populations.
- Paratransit funding is scarce and inflexible, making it difficult for providers to find funding. It can be difficult to find partners to fund projects where local funding matches are required.



Attendees at the Associated Services for the Blind and Visually Impaired in Philadelphia.



DVRPC's Shoshana Akins leading a group conversation at Inglis House in Philadelphia.

## Data and coordination

- Human services transportation providers lack detailed, block-level data on the needs and associated destinations of local shuttle users. This can be due to:
  - lack of access to privately held data;
  - small and hard-to-reach groups of potential and current transit riders; and
  - privacy restrictions associated with the Health Insurance Portability and Accountability Act.
- There is a lack of coordination between public transit services and Transportation Network Companies (TNCs), such as Uber and Lyft.
- Accessing TNCs can be difficult or intimidating for new users.
- Vulnerable populations sometimes lack access to smartphones (sometimes because of financial reasons) and other technology that provide up-to-date information on available transit services.
- Information about travel options for vulnerable communities is not always clear or accessible online or in universal platforms like Google Maps.
- Lack of coordination between transit services and land development projects. Development patterns and working hours are changing, but transit is not always flexible enough to keep up—or new footprints are not transit supportive—resulting in transit deserts where people live, work, and shop.
- Lack of available travel information in other languages. These language barriers may deter vulnerable users when they try to use transit.
- Lack of coordination between drivers, customers, and planners.



## Bridges

The following are possible solutions aimed at developing effective regional mobility for those most in need.

### Create accessible and affordable infrastructure

Vulnerable populations are more acutely affected by poor sidewalk connectivity, inaccessible transit stops or vehicles, and disconnected land use planning. The region's transportation system should be linked with the communities people live and work in, and designed to be navigated with comfort and dignity by users of all ages and abilities. Implementing these solutions will require the dedicated efforts of many actors, including federal, state, and local governments; transit agencies; social service providers; real estate developers; major employers; and funders. Some of these efforts are already underway thanks to the work of a few individuals, organizations, businesses, and institutions; however, there is much more work to do.

- Ensure that transit stop locations, connecting pathways, and street crossings are accessible and prioritize improvements where they are not.
- Provide consistency in the placement of accessible seating in buses and trains to help low-vision users more easily locate places to sit.
- Develop a program for constructing and maintaining sidewalks that connect to transit.\*
- Encourage equitable transit-oriented development that includes affordable housing and essential services.

- Support Complete Streets, Vision Zero, connective sidewalk networks, public restrooms, and places to sit or rest in all communities—especially those with concentrations of vulnerable populations—recognizing that these features often make the difference between being able to safely go out or having to stay home.
- Offer seamless and accessible movement between modes by clustering infrastructure, coordinating arrival and departure times, implementing effective wayfinding, and providing free or affordable transfers.
- Prioritize accessibility improvements at/in:
  - key transportation hubs and activity centers that serve significant numbers of vulnerable populations;
  - communities with concentrations of disabled and/or senior populations; and
  - essential service locations, such as hospitals, medical facilities, and senior centers.
- Develop a greater number of discounted transit pass types for vulnerable communities, such as free full-week passes for public school students (not just Monday–Friday); discounted passes for low-income customers; fare capping (e.g., purchases of a sufficient number of single-trip fares during a week or month using a fare card automatically converts into a weekly or monthly pass purchase); and new fare structures, such as family or group tickets that make transit more affordable and convenient for vulnerable groups.

\*DVRPC is actively working toward this solution. Go to [walk.dvrpc.org](http://walk.dvrpc.org) for more information.

## Provide infrastructure that feels safe for vulnerable users

Fear for one's safety, because of crime or the perception of crime and/or the design of the built environment, can inhibit access to important services and opportunities. Agencies should work closely with vulnerable communities to understand their safety concerns, remove existing barriers, and plan new infrastructure with personal safety and security in mind.

- Encourage planning and design efforts that improve the safety and comfort of navigating the transportation system, such as improved lighting, security cameras, staffed transit stations, crosswalks, pedestrian countdown clocks, traffic-calming treatments, and activation of underused public spaces, among others.
- Employ design features that create a welcoming environment, minimize opportunities for criminal activities, and foster a sense of ownership by transit users and employees, and other Crime Prevention Through Environmental Design strategies.
- Use collaborative community processes to understand end-users' safety concerns.



A mid-block crossing with traffic calming elements in Philadelphia.

## Improve transportation service

Vulnerable populations are often burdened by unreliable or infrequent transit service. Improving service in the region requires strengthening coordination efforts, improving reliability, and developing flexible services that improve access to essential services and job opportunities.

- Support the deployment of new technology to enhance passenger service and information coordination, such as Intelligent Transportation System real-time signage at transit stops, convenient online schedule information, and improved trip tracking and technology for better customer/driver communication.
- Employ more trainings for transit drivers to gain sensitivity around the needs of disabled and aging communities.
- Create a forum for planners, transit drivers, and users to interface and discuss services.
- Support initiatives promoting shared-use mobility, including participation in pilot projects that aim to test ways that traditional transit services can be coordinated with TNCs.
- Support initiatives that provide better access to online travel information for vulnerable populations, including outreach and communications provided for limited English proficiency populations.
- Improve enforcement of illegally parked vehicles that keep buses from kneeling at the curb for disabled users, as well as those parked in parking spots and zones designated for the disabled.
- Work towards creating seamless transportation across geographic boundaries by exploring partnerships, like the Gloucester County–Camden County partnership for nonemergency medical transportation.
- Encourage planning efforts and develop partnerships that provide service enhancements and access to living-wage jobs in difficult-to-reach locations.
- Encourage improvements to service frequency, service span, and transit stations for routes serving low-income areas with high ridership.
- Support the creation of mobile health care programs that provide in-home appointments for vulnerable populations, as well as telehealth programs that use telecommunications to support long-distance clinical health care and patient education.



The ZLine shuttle provides an important transportation service for workers at the Amazon Distribution Center in Robbinsville, New Jersey.

Photo: Greater Mercer Transportation Management Association

- Plan for the changing travel needs of an aging population, such as a greater reliance on transit, paratransit, and shared-ride services, along with the need for a more accessible built environment.
- Strengthen and coordinate partnerships between health care systems and transportation providers, recognizing that different types of health appointments, such as a person needing thrice-weekly kidney dialysis or a monthly physician check-up, may require different and/or flexible transportation and scheduling options.
- Incentivize the purchase of more wheelchair-accessible taxis, shared vehicles, and trolleys.
- Work with Transportation Management Associations to coordinate transportation services with employee shifts at large employment centers through deeper engagement with employers.
- Consider bus service changes throughout the region that consider new development patterns, travel times, stop locations, and bus frequencies.
- Given the limited funds available for retrofitting the region's transit system, transit agencies should prioritize:
  - ways to make lifeline services, such as paratransit and low-frequency fixed-route transit, more convenient and affordable for the passengers who rely on them; and
  - transit service changes that provide new ways for vulnerable populations to access essential services, employment, and last-mile connections (for example, Greater Mercer Transportation Management Association's ZLine Shuttles connect New Jersey Transit riders in Trenton to Amazon's distribution center in Robbinsville, New Jersey).

## Improve outreach and communication

Effective outreach, marketing, and education are essential to ensuring that future transportation investments will be useful for—and used by—the populations they are intended to serve. Direct outreach to and communication with vulnerable populations provides feedback that is unobtainable by other means.

- Use multiple outreach tools, tailor materials, and put more funding toward marketing that presents transit as a mainstream, viable alternative to the private automobile.
- Distribute transit service materials at essential service destinations, such as senior centers and libraries.
- Conduct comprehensive outreach directly to transit riders during transit service improvement and expansion efforts.
- Employ better advertisement of schedule and route changes using both technology and posters.
- Translate transit information into other languages and make large-print materials available for those with limited eyesight.
- Expand and refine methods for educating people on how to access and use public transit.
- Train case workers, hospital patient navigators, and job coaches to provide clients with information about transit, paratransit, TNC options, and/or travel training.
- Create a peer-to-peer learning program for new transit riders from vulnerable groups like [Los Angeles Metro's On the Move Riders Program](#).
- Provide more easy-to-access resources on ADA laws so that disabled users know their rights and can file complaints.



Seniors from the Coatesville Area Senior Center provide suggestions on how to improve transportation in Chester County.

## Encourage creative, flexible use of existing funding sources and identify new funding partners

Expanding access to essential services requires years of continued efforts, creating difficulties for sustaining long-range solutions in a resource-limited financial landscape. To address this challenge, future work should draw on creative mixes of public, private, and philanthropic funding, or develop new approaches to use existing resources more efficiently.

- Encourage flexibility in funding sources.
- Encourage creativity in the mixing of funding sources to break down funding silos (such as those separated by trip purpose) and increase transit options for vulnerable populations.
- Identify nontraditional funding sources that can be used for transportation improvements (such as Congestion Mitigation and Air Quality grants to subsidize the operation costs of a new transit service).
- Share information about best practices for funding infrastructure and transit projects.\*
- Look into partnering with hospital systems to provide Rides to Wellness and develop community health needs assessments.
- Look into value capture techniques, such as Transportation Improvement Districts, to improve transit access in areas with high concentrations of jobs or essential services but insufficient transit options.

\*Go to [www.dvrpc.org/ETA](http://www.dvrpc.org/ETA) for more information on regional and national best practices.

## Create data resources

Access to rich and accurate data can inform planning and service improvements in vulnerable communities by revealing demographic and transportation trends. To provide greater access to existing data, intuitive platforms should be developed so that nontechnical users can better evaluate existing transportation options and advocate for improved infrastructure and service in their communities.

- Support collaborative and open platforms that develop and share new data to bridge knowledge and access gaps for providers and the general public.
- Encourage data sharing between transportation agencies to perform travel demand analysis to define potential changes to existing paratransit services.
- Develop and share more planning and mapping tools to help with project development, such as DVRPC's [ETA Map Toolkit](#).
- Build technical capacity for small transit providers to better share information through trainings and information exchanges, such as the General Transit Feed Specification (GTFS) Builder. The GTFS builder, an interactive web-based application, allows transit agencies to publish transit schedules and geographic data for use in trip-planning applications like Google Maps.
- Create a one-stop shop for information on wheelchair-accessible transportation services in the region.
- Create a centralized hub for transit data in the region.

# COVID-19 Impacts on ETA Communities

In June 2020, DVRPC sent a survey to project stakeholders asking about the impacts of the Coronavirus disease 2019 (COVID-19) on the availability of services for seniors, disabled, and low-income individuals. DVRPC received 33 total responses. Roughly half of the respondents identified as one of the aforementioned user groups, and half represented health or transportation agencies that provide services to those groups.

The following section outlines the findings of that survey. Each response is separated into user and provider responses.

## How has your ability to access essential services been affected by stay-at-home orders during the COVID-19 pandemic and/or by civil unrest?

### User:

- limited access to medical services;
- had to order groceries online or have someone else do the shopping; online ordering was unpredictable; and
- unable to leave house or walk anywhere due to risk of exposure.

### Provider:

- had to reduce intake at homeless shelter to protect residents; new residents had to be isolated for two weeks;
- suspended all demand response transit and turned it into a meal delivery service;
- court closures impacted the agency's ability to serve clients' legal needs;
- many clients lack access to internet, phones, and transportation, or didn't know how to navigate technology available to them;

- forced to close for all but emergency and primary nutrition services; and
- all ride services stopped except dialysis; shifted to doing food delivery.

## What resources or information have helped you/your work/your customers during stay-at-home orders during the COVID-19 pandemic and/or during this time of civil unrest?

### User:

- grocery deliveries were helpful but not always easy to get;
- received most help by word of mouth and self-created asks for help—local government was not responsive when reached out to;
- TV and internet news helped; and
- info on local government websites.

### Provider:

- survey data from users;
- info from county, state and government agencies;
- collaboration with other agencies;
- donations;
- COVID-19 guides;
- Zoom, telecommuting, and online tools like Careerlink; and foodbanks.



**What are some best practices that your agency or another agency has developed during COVID-19 and/or during recent civil unrest that has helped provide services to ETA communities?**

- virtual resource conference information on interview skills, transferable skills, one-stop programs, gig economy, transportation options, and more were presented in the conference.

**User:**

- more acknowledgment that high-risk individuals can be all ages;
- direct contact info for people at services—too many generic emails and phone numbers that were not responsive;
- more transparency from agencies;
- ability to schedule teleappointments and call forwarding;
- access at meeting and broader publication of the meeting earlier;
- more information about accommodations and safe, affordable, accessible transit; and
- better assistance for shopping and home deliveries.

**Provider:**

- defined ways to provide contactless and in-home services;
- developed home shopping services with volunteers;
- developed contactless pick-up food services;
- created telephone reassurance program to check in on clients;
- educated population and mandated stay-at-home orders;
- made frequent website update;
- periodic check-ins with partners;
- wellness check-ins with senior clients;
- constant communication of available services;
- created a plan that had input from every level of government;
- provided friendly/ comfort calls to our riders when not able to provide rides;
- partnered with senior centers to provide reduced-cost food delivery; and

# Shuttle Services in the DVRPC Region

The following section provides an inventory of all publicly accessible shuttles in the DVRPC region.

Shuttle Name	Agency	Location/ Destination	County	Shuttle Type	Notes
Doylestown DART	Bucks County Transport	Doylestown SEPTA Station-Doylestown Hospital-Cross Keys Shopping Center	Bucks	Fixed-Route	
Doylestown DART West	Bucks County Transport	Delaware Valley University-New Britain Village Square	Bucks	Fixed-Route	
Bucks County Courthouse Shuttle	Bucks County Transport	Bucks County Parking Garage-Bucks County Justice Center	Bucks	Fixed-Route	
BurLink B1	Burlington County Board of Chosen Freeholders	Beverly-Pemberton	Burlington	Fixed/Deviated-Route	
BurLink B2	Burlington County Board of Chosen Freeholders	Beverly-Willingboro-Edgewater Park-Westhampton	Burlington	Fixed/Deviated-Route	
BurLink B5	Burlington County Board of Chosen Freeholders	Florence-Haines Industrial Center	Burlington	Fixed/Deviated-Route	
Pureland North-South Community Shuttle	Cross County Connection TMA/ South Jersey Transportation Authority	Camden-Westville-Woodbury-Pureland Industrial Complex	Camden / Gloucester	Fixed/Deviated-Route	
Route 73/ Pennsauken Rail Light Shuttle	Cross County Connection TMA/ South Jersey Transportation Authority	Route 73/Pennsauken Station to Pennsauken/Moorestown Industrial Park	Camden	Fixed/Deviated-Route	
Coatesville Link	TMACC	Brandywine Hospital-Parkesburg (Coatesville, So. Coatesville, Parkesburg)	Chester	Fixed-Route	One on-demand stop at Freedom Village and Brandywine Valley YMCA
Coatesville Evening Link	TMACC	Coatesville-Exton Square Mall	Chester	Fixed-Route	
SCCOOT	TMACC	West Chester-Kennett Square-West Grove-Oxford	Chester	Fixed-Route	
Krapf "A" Bus	Krapf's Coaches/ TMACC	Exton Square Mall-West Chester-Coatesville	Chester	Fixed-Route	
Pureland East-West Community Shuttle	Cross County Connection TMA / South Jersey Transportation Authority	Sicklerville/Avandale Park and Ride-Glassboro-Pureland Industrial Complex	Gloucester	Fixed/Deviated-Route	
Tiger Transit	Princeton University	East Winsdor-Hightstown-Princeton Junction Station	Mercer	Fixed-Route	

<b>Shuttle Name</b>	<b>Operator</b>	<b>Location/ Destination</b>	<b>County</b>	<b>Shuttle Type</b>	<b>Notes</b>
Tiger Transit Route A: Central	Princeton University	Lot 16/23-Dod/Clio Hall-Icahn Lab	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route B	Princeton University	693 Alexander-701 Carnegie Center-Clio Hall	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route C	Princeton University	Princeton Lot 21-Jadwin Hall/Lewis Library-Friend Center	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route D	Princeton University	Princeton Theological Seminary Library-PTS Apartments	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route E	Princeton University	Princeton Station-Princeton Graduate College	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route F	Princeton University	Princeton Station-University Medical Center-Princeton Plasma Physics Lab	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route H: Evening Circulator	Princeton University	Princeton Graduate College-Lawrence/Lakeside-Lot 21	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route L	Princeton University	Lawrence/Lakeside-Friend Center	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route M	Princeton University	Merwick/Stanworth Apts.-Friend Center-Princeton Station	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route O	Princeton University	100 Overlook/701 Carnegie Center-Princeton Junction	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route W: Weekender	Princeton University	Merwick/Stanworth-Graduate College-Lawrence Lakeside	Mercer	Fixed-Route	Free for the general public
Tiger Transit Route S: Weekend Shopper	Princeton University	Graduate College/Princeton Station-Nassau Park Pavilion-Windsor Green Shopping Center-Square at West Windsor	Mercer	Fixed-Route	Free for the general public
Route 130 Connection	Mercer County	Trenton-Hamilton/MCCC-East Windsor-Hightstown-8A Warehouses	Mercer	Fixed-Route	
ZLine	GMTMA	Hamilton Marketplace-Matrix Business Park/Amazon	Mercer	Fixed-Route	
ZLine2	GMTMA	Hamilton Marketplace-Amazon PNE5 Sort Center/Robbinsville Township	Mercer	Fixed-Route	
Princeton Junction Shuttle	East Windsor Township	Princeton Junction-East Windsor-Hightstown	Mercer	Fixed-Route	
Princeton freeB	GMTMA	Princeton Shopping Center-Princeton Station	Mercer	Fixed-Route	
Blue Line	Pottstown Area Rapid Transit	Pottstown Transportation Center-Philadelphia Premium Outlets	Montgomery	Fixed-Route	
Purple Line	Pottstown Area Rapid Transit	Pottstown TC- Coventry Mall-Pottstown Hospital	Montgomery	Fixed-Route	

Shuttle Name	Agency	Location/ Destination	County	Shuttle Type	Notes
Yellow Line	Pottstown Area Rapid Transit	Pottstown TC-Pottstown YMCA	Montgomery	Fixed-Route	
Green Line	Pottstown Area Rapid Transit	Pottstown TC-Upland Square	Montgomery	Fixed-Route	
Orange Line	Pottstown Area Rapid Transit	Pottstown TC-Boyertown Shopping Center-Gilbertsville	Montgomery	Fixed-Route	
Rambler Blue/ Green Lines	Greater Valley Forge TMA	Upper Merion Twp. Bldg./ Library-Upper Merion Community/Senior Center- King of Prussia Mall TC- Henderson Square SC	Montgomery	Fixed/Deviated-Route	
BSO	SEPTA	Broad Street Line Night Owl Bus Service	City of Philadelphia	Fixed-Route	
MFO	SEPTA	Market-Frankford Line Night Owl Bus Service	City of Philadelphia	Fixed-Route	
LUCY Gold Line	SEPTA	30th and JFK-38th and Spruce	City of Philadelphia	Fixed-Route	Free for students and employees of UPenn, UPenn Health System, University City Science Center, and CHOP. All other riders pay \$2.50, or are permitted to use SEPTA Key cards, and Trans/TrailPasses. Wheelchair accessible. Same for the Green Line.
LUCY Green Line	SEPTA	30th and JFK-CHOP	City of Philadelphia	Fixed-Route	

Source: DVRPC, 2020

Note: CHOP = Children's Hospital of Philadelphia; DART = Doylestown Area Regional Transit; LUCY = Loop through University City; MCCC = Mercer County Community College; SEPTA = Southeastern Pennsylvania Transportation Authority.

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**Abstract:**

"Gaps and Bridges" is an outline of issues and needs that vulnerable populations face in accessing essential services in the DVRPC region. This document was informed by research on best practices for accessibility and feedback from stakeholders during the project outreach process.

**Key Words:**

Access, Coordinated Human Services Transportation Plan, COVID-19, Disabled, Elderly, Equity, Low-Income, Seniors, Transit, Vulnerable Population

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