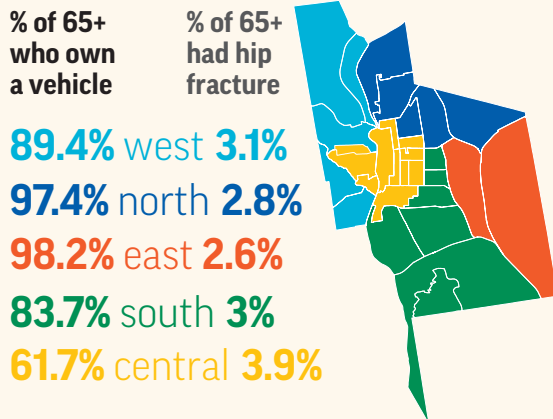


Domain 2 TRANSPORTATION



Findings

- Data highlights specific individual transportation challenges, particularly in Central Manchester, where fewer seniors own vehicles and more seniors have experienced hip fractures, reducing mobility.
- Across all questions, survey respondents reflected a lack of awareness about public transportation options in Manchester, including accessibility and convenience, affordability, public vehicle maintenance, timeliness, and special transportation services.
- Step Savers was noted as a high-quality, easily accessible option. City buses are underutilized due to lack of information, familiarity, and comfort with the system, including questions about wheelchair and walker accessibility and bus stop safety during inclement weather.
- Seniors expressed a lack of awareness of bus stop locations and a fear that they can get to a destination but will be unable to return. Others cited a desire for transportation to specific locations, including church and medical appointments.

Age-Friendly Community Advisory Committee Recommendations

1. Education and Outreach about Existing Transit Options

- Expand available training for older adults and senior service providers on how to use public transit and ride-share apps.
- Increase visibility and expand existing Bus Buddy or bus escort program.
- Provide multilingual transportation guides and materials and highlight existing language supports in public vehicles.
- Promote awareness of all available transportation services through senior centers, libraries, and online portals. These include public buses, community shuttle services, and volunteer driver programs.
- Highlight “Ride Free” opportunities to incentivize initial engagement in the public transit system.

2. Public Transit Improvements

- Evaluate and potentially expand bus routes and increase frequency, especially during evenings and weekends, with a specific focus on senior centers, healthcare facilities, faith organizations, grocery stores, and parks.
- Evaluate additional locations for installation of benches and covered rest areas near bus stops and walking paths.
- Expand on-demand or dial-a-ride services for older adults and people with disabilities.
- Ensure all transit vehicles are wheelchair and walker accessible and equipped with audio/visual stop announcements.