Needs Analysis
Through the public engagement and existing conditions analysis, MARC identified a series of needs and gaps in the enhanced mobility infrastructure of the Kansas City region.

Geographic Gaps
A. Rural areas, particularly in Kansas, have substantially fewer resources than urbanized areas.
B. Wyandotte County has a higher-than-average concentration of transportation-disadvantaged populations, but fewer mobility options than other urban and suburban areas.
C. Fixed-route transit near and beyond the I-435 / I-470 / Mo-291 loop is lacking.
D. There is geographic duplication of services in Johnson and Jackson counties, although services may serve specific populations or levels of service.

Gaps in Information and Accessibility
E. Most enhanced mobility services have gaps in service on nights and weekends.
F. Information and education services need to be improved to ensure that users can access available capacity easily.
G. Active transportation connections to and from enhanced mobility and fixed-route transit services need to be improved to ensure that transportation-disadvantaged populations can access the transportation network.
H. Older adult and disabled participants were less likely to own a smartphone. Those who do are not likely to use it for transportation purposes.

Gaps in Capacity
I. According to service providers, funding is the primary barrier to expanding services.
J. Transportation-disadvantaged populations will grow substantially over the next fifteen years. The region’s enhanced mobility infrastructure will need to adapt and grow to accommodate this increased demand.

User Satisfaction Gaps
K. Older adults and individuals with disabilities strongly disagree with statements characterizing the current service network as ideal, e.g. “I can get where I need to go any day of the week,” indicating that there is still work to be done in creating a functional network for these populations.
L. Users want expanded service, infrastructure improvements and to be allowed to take more diverse types of trips.