



# Expanding Access and Mobility of the Aging Community and Persons with Disabilities: Strategies and Innovations

2016 HCBS Conference

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# Presentation Team



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# Presentation Content



1. The importance of transportation for seniors and individuals with disabilities



2. Mobility management strategies for urban, suburban and rural areas



3. State-level transportation coordination and mobility management

# The Important Role of Transportation



- The purpose of the Home and Community Based Services (HCBS) Settings Rule is to ensure that people receiving services are provided personal choice and control over the services in which they participate.
- The goal is to provide people the opportunity to control personal resources and achieve integration into their local communities in the manner, and to the degree which the person chooses.
- This includes opportunities to seek employment, work in competitive and integrated settings, engage in community life, control personal resources and receive services in the community to the same degree as people who do not receive Home and Community Based Services.




# GOAL: Achieve Full Community Integration

- The CMS HCBS Settings Rule is an unprecedented opportunity to realize the full intent of the Olmstead decision
- Living, working, recreating and being a full member of the community
- Choice of options for individuals with disabilities should be the same as for those without disabilities



# Challenges in the Current Environment: Transportation

- 
- Transportation is often included in the rate paid for a unit of service
  - Vehicles are often assigned to locations or staff use their own vehicles
  - Staff levels are tied to service design not individual wants and desires
  - Use or availability of public transportation is not an option or is extremely limited

# Two-Pronged Approach

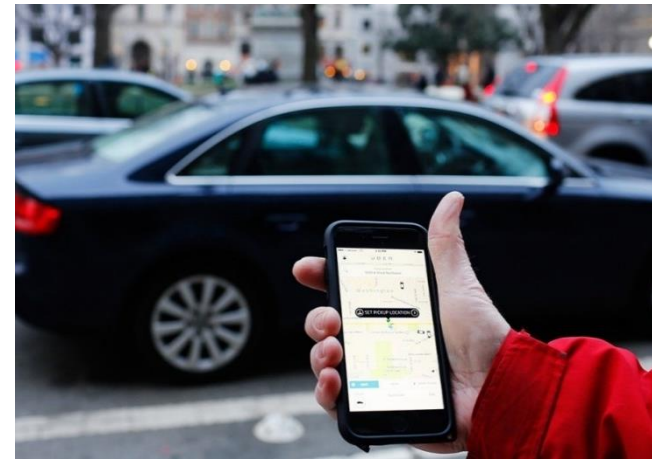
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Mobility management strategies for urban, suburban and rural areas

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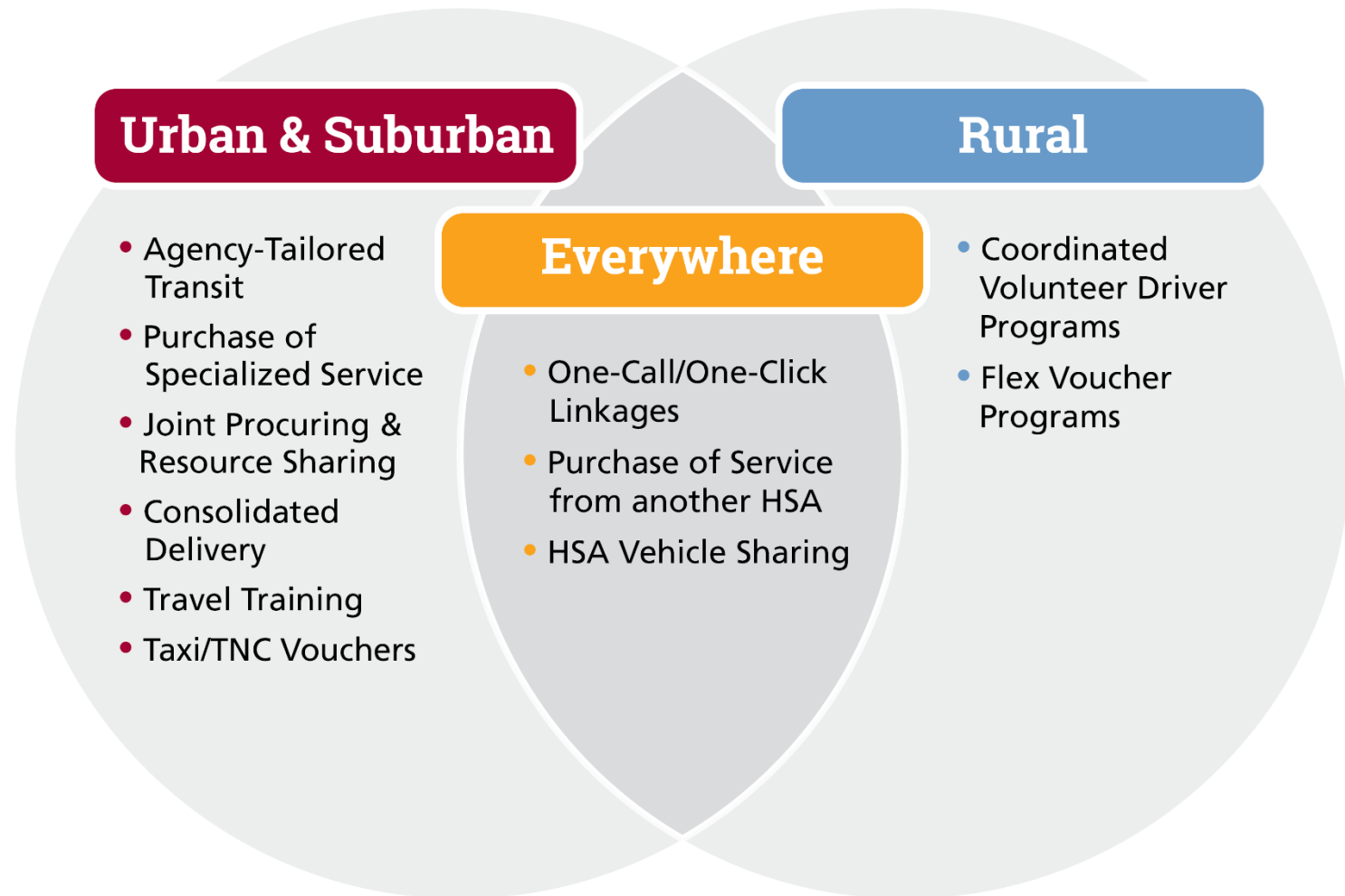
State-level transportation coordination and mobility management

# Mobility Management Strategies for Urban, Suburban and Rural Areas

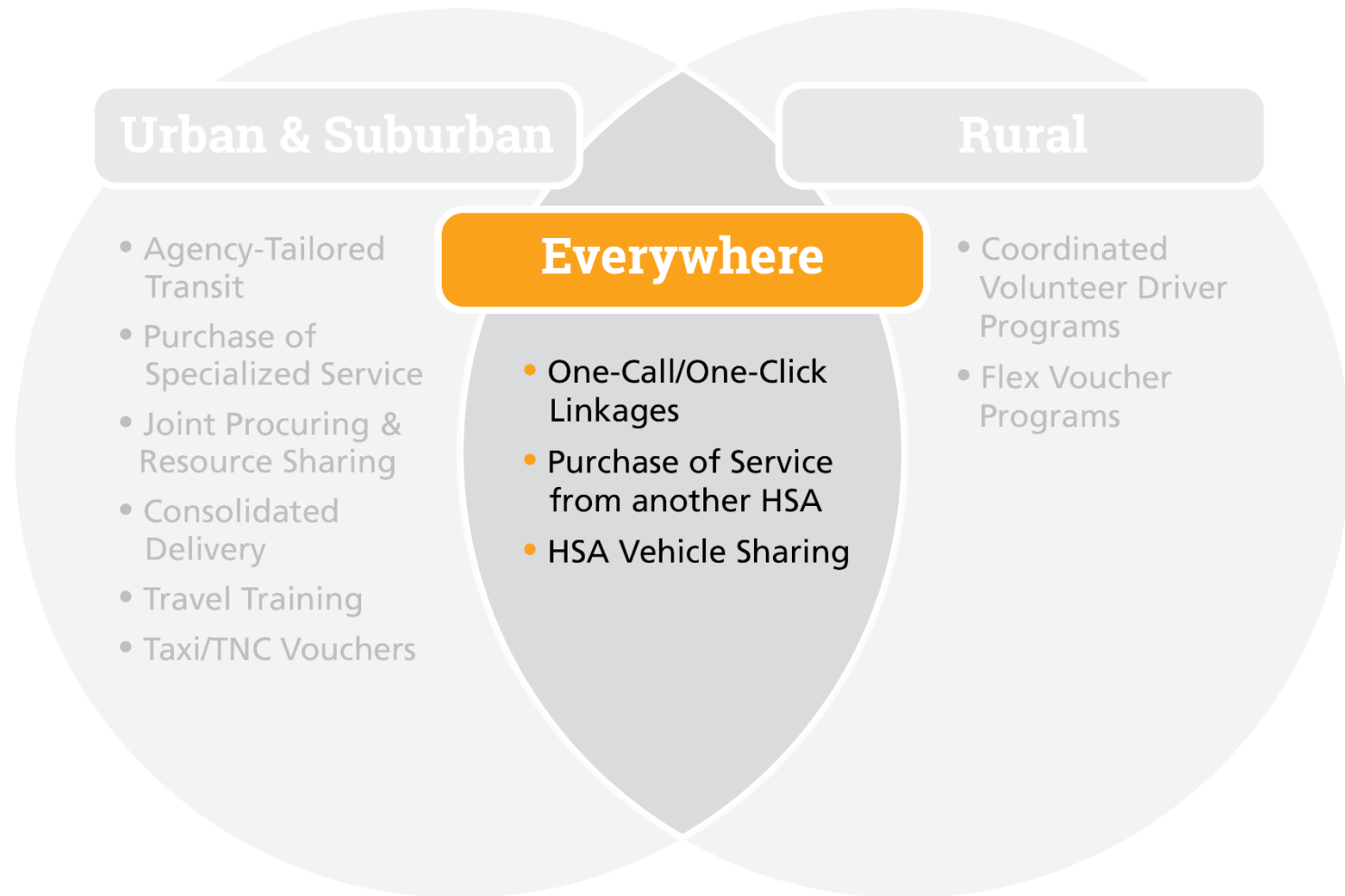




# Mobility Management Strategies



# Everywhere Strategies



# One-Call/One-Click Linkage Services

## What is it?



- Centralized repository of information on available community transportation resources
- Customers can obtain triaged and actionable information to help themselves get a ride
- More advanced systems provide trip planning & booking options –including some from smart phones

## Benefits



- Simplifies access to information and services – one stop shopping
- Promote new services and programs
- Piggy-backing on 211 systems lowers cost

# One-Call/One-Click Linkage Services

## Potential Challenges:



- Maintaining accurate and relevant information for many different agencies
- Establishing protocols to assure that customers' needs are met
- Connections to scheduling software

## Costs



- \$\$-\$\$\$
- Cost of piggybacking on 211 is negligible compared to developing new system

# One-Call/One-Click Linkage Services (New York)

## **ACCESS Allegany One-Stop Call Center, Allegany County**

- Provides trip planning for public transportation, and brokerage for Medicaid NEMT

## **Transportation Link-Line Repository, Schuyler County**

- Information and assistance service that connects people with transportation options



# One-Call/One-Click Linkage Services

## Athens Mobility Management, Athens, OH

- Provides information on:
  - Mobility coordinator
  - Bus, taxi, air, medical transportation
  - Park & Ride
  - Ride Share
  - Pedestrian/Bike
  - Volunteer services
  - Local social service agencies

[www.athensmobility.com](http://www.athensmobility.com)

Athens Mobility Management

"Mobility Maintains and Improves Quality of Life"

Home Education Travel Training Contact Links

Ride Athens Transit  
A how-to video brought to you by the City of Athens and the Athens Mobility Coordinator  
Click here to watch

Coordinating the transportation needs of Athens County

Call Lantz Repp, Athens Mobility Coordinator, for more information on transportation issues or to arrange for a presentation to your organization/group.

**Lantz Repp**  
Athens Mobility Coordinator  
Hocking Athens Perry Community Action TRANSPORTATION GROUP  
1 Candarus Drive  
Gloster, OH 45722  
Phone: 740.767.4500  
Toll Free: 800.686.4093  
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Transportation Resources for Athens County

Mobility Coordinator Services Handbook Local Social Service Agencies Education Bus Taxi Air Medical Transportation Park & Ride Ride Share Pedestrian/Bike Volunteer

Athens County, Ohio 2-1-1  
Get Connected. Get Answers.  
A Division of United Appeal for Athens County  
Click to visit the United Appeal website

Hocking, Athens, Perry Community Action  
Click to visit the HACCAP website

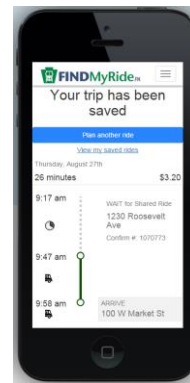
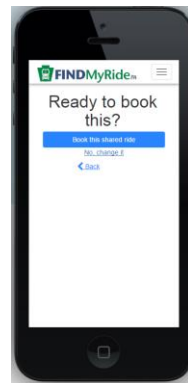
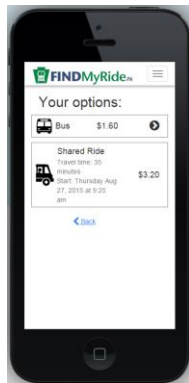
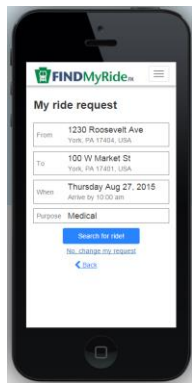
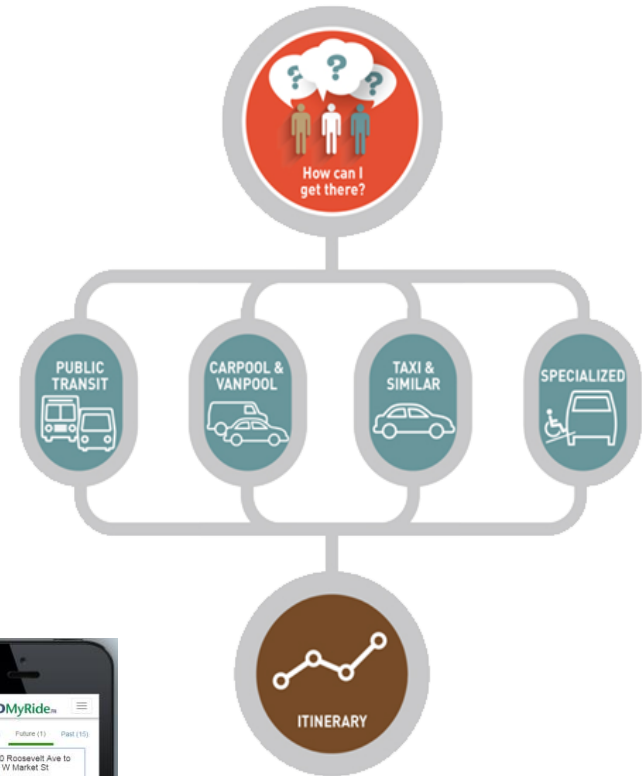
"Mobility Maintains and Improves Quality of Life"

Photo used under Creative Commons from 13070

# Other Examples of One-Call/One-Click Services

## FindMyRidePA

- Provides links to central repository of transportation services
- Provides “match.com” services
- Provides top planning services on part through links to transit and other websites
- Provides trip booking services via links to county-based coordinated paratransit services
- All functions available from customer smartphones



# Purchase of Service from Another Human Service Agency (HSA)

## What is it?



- One HSA buys service from another HSA
  - Co-mingling trips from different agencies
  - Buying service or use of vehicle during vehicle downtime
- Similar trip characteristics, geographic areas, and program policies and procedures facilitate purchases of service

## Benefits



- Increase efficiency of vehicle operations
- Designed to make use of underused vehicles
- Decreases the cost per trip
- Increases local or regional capacity



# Purchase of Service from Another Human Service Agency (HSA)

## Potential Challenges:



- Requires adoption of policies by participating agencies
- Requires administrative oversight, performance monitoring and fraud control efforts

## Costs



- \$-\$\$
- Cost of piggybacking on 211 is negligible compared to developing new system

# Purchase of Service from Another Human Service Agency (HSA)

## Norwalk Transit District, Norwalk CT

- Purchases service from five different HSAs to augment its in-house paratransit operation



# HSA Vehicle-Sharing Programs

## What is it?



- HSAs which have complementary needs share vehicles with one another
- Can be operated in a variety of ways depending on who owns the vehicle and how its shared

## Benefits



- Enhances existing community transportation resources
- Reduces capital investment and operating costs
- Can be used for short-term needs
  - As back-up
  - As a “bridge” until new replacement vehicles come
- Enhances ability to obtain capital grants (FTA 5310)
  - Grant applications receive higher scores with coordination

# HSA Vehicle-Sharing Programs

## Potential Challenges:



- Smoothing out different policies – or raising the bar!
- Gaining agreement on cost allocation
- Establishing protocols
- Shared vehicles accrue more miles, may need to be replaced sooner



## Costs

- \$-\$\$

# HSA Vehicle-Sharing Programs

## **BerkshireRides, Berkshire Co., MA**

- Vehicle sharing pool to transport school kids to after school programs

## **Jefferson Union High School, Daly City, CA (JUHSD)**

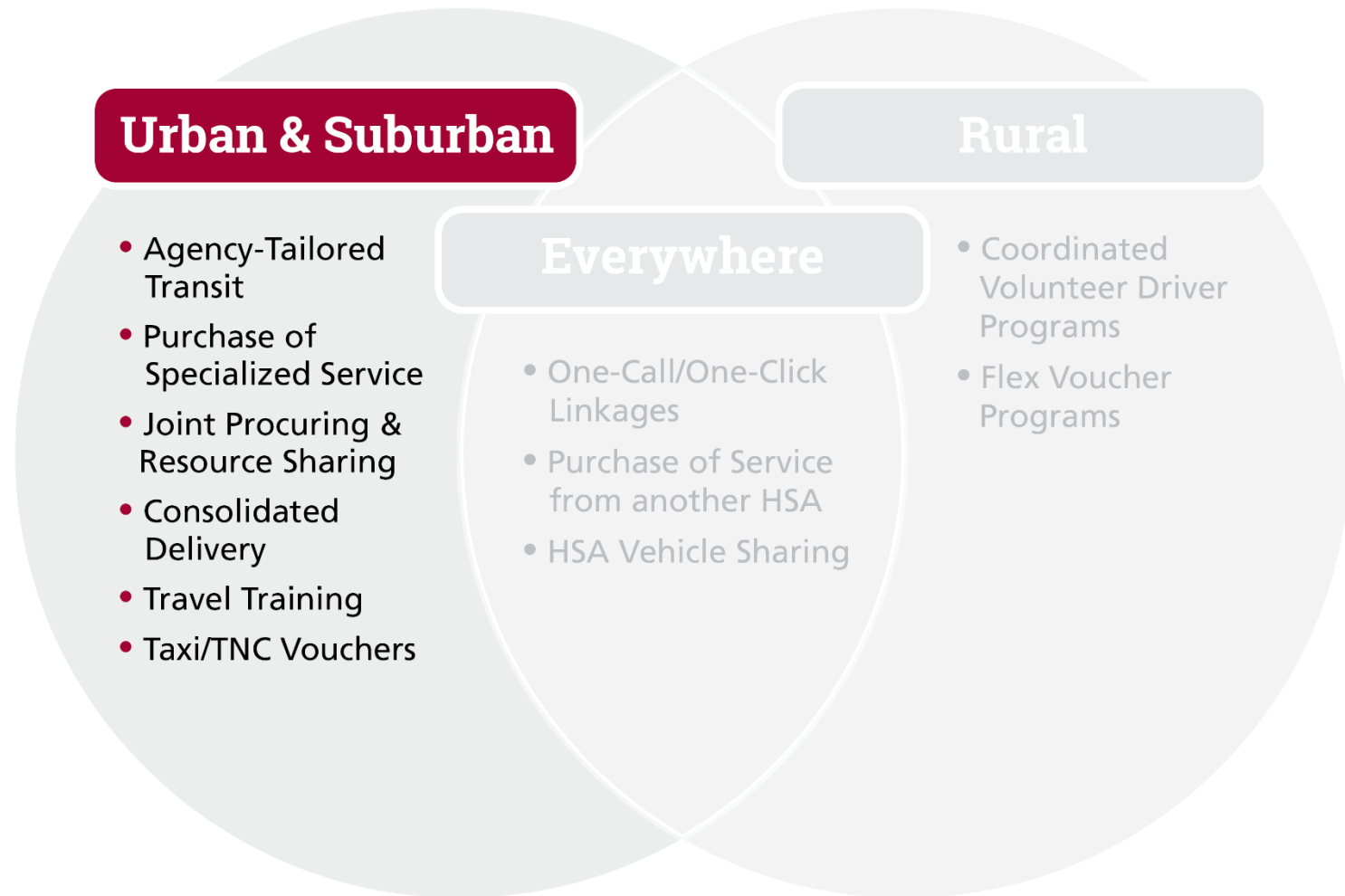
- Shared between the high school and Daly City and other municipalities

## **DARTS, Dakota County, MN**

- 5310 vehicle (for transportation of seniors and PWD) shared with a church on Sundays



# Urban and Suburban Strategies



# Agency-Tailored Transit

## What is it?



- Transit routes changes tailored to better serve agency facilities. Agency “tripper” service – routes scheduled to deviate off-route to serve agencies at key program times
- Agencies can also subsidize transit passes

## Benefits



- Enables agencies with limited resources to transport clients on public transit at a fraction of the cost of operating service

# Agency-Tailored Transit

## Potential Challenges:



- Existing routes must already be nearby
- May impact efficiency of existing route

## Costs



- \$



# Agency-Tailored Transit

## Lane Transit District, Lane County OR

- Has a route with a scheduled deviation to serve Goodwill Industries
- Lane Transit works with the Goodwill staff on timing, and keeps in contact to make sure that any changes in program start and end times are accommodated



# Purchase of Specialized Service from Public Transit Agency

## What is it?



- HAS contracts with transit agency to utilize its specialized services for client transportation
- ADA or coordinated paratransit services

## Benefits



- Win-win: the unit costs of transportation is reduced for both HSA and public transit agency
- Enables agencies with limited resources to transport clients who need specialized services
- Allows HAS staff to focus on program services

# Purchase of Specialized Service from Public Transit Agency

## Potential Challenges:



- Communication and coordination with transit agency
- Rate negotiation
- May require that HSA be in existing service area



## Costs

- \$\$

# Purchase of Specialized Service from Public Transit Agency

## ACCESS, Pittsburgh PA

- Brokerage provides 1.8m rides annually
  - ADA Paratransit for PAT
  - Shared-Ride services for servicers and area agency on aging transportation
  - Client transportation for 125 different HSAs (including Medicaid NEMT)
- Awarded the United We Ride National Leadership Award for Human Service Transportation Coordination



# Joint Procurement of Support, Needs and Services

## What is it?



- Volume deals on insurance, maintenance, fuel, and contracted specialty services (e.g., driver training)
- Purchasing support services (e.g., maintenance) from other agencies

## Benefits



- Reduces cost and improves efficiency
- Enables agencies with limited resources to efficiently support its operation
- Creates opportunities through Section 5310 for funding partnerships
- Provides additional source of revenue for the “have” agencies

# Joint Procurement of Support, Needs and Services

## Potential Challenges:



- Formal interagency agreement is needed
- Calculating cost of agency service is often a challenge
- Difficult to establish a fair, understandable and reliable system



## Costs

- \$-\$\$

# Joint Procurement of Support, Needs and Services

## **DARTS, Dakota County, MN**

- Maintains vehicles for 80-90 organizations located in the Twin Cities region

## **Kanawha Valley Regional Transit Authority, WV**

- Bulk purchase fuel program

## **Non-profit Insurance Program, WA**

- Joint insurance purchases program for public and private non-profit transportation operators



# Regional Back-up Vehicles and Maintenance

## What is it?



- Centralized provision of back-up vehicles
- Centralized provision of vehicle maintenance

## Benefits



- Provides back-up vehicles while vehicles are down for repairs
- Allows agency to maintain transportation to services



# Regional Back-up Vehicles and Maintenance

## Potential Challenges:



- Identifying a lead organization (e.g. transit agency, fleet management companies)
- Agreeing on a cost allocation method to determine rates



## Costs

- \$-\$\$\$

# Regional Back-up Vehicles and Maintenance

## Enterprise Fleet Management

- Nationwide
- Provides total fleet solutions
- Most contracts involve provision of fleet vehicles, but some do not
- Services used nationwide by
  - Easter Seals
  - Goodwill



# Travel Training for Public Transit

## What is it?



- Provides training to qualifying individuals who potentially can use public transit
- One-on-one travel training may be used specific trips or systems navigation
- Group trips may be used for more general navigation
- Includes trip planning and use of the system
- Trainees may be accompanied through the entire process of a trip until deemed comfortable with the system
- Bus buddies!

## Benefits



- Reduces costs for riders and transportation providers
- Creates long-term users
- Reduces riders' uncertainties and discomforts

# Travel Training for Public Transit

## Potential Challenges:



- Can require specialized trainers for one-on-one training
- Assessing which types of training are appropriate for individuals
- Obtaining funding
- Developing evaluation methods

## Costs



- \$\$-\$\$\$

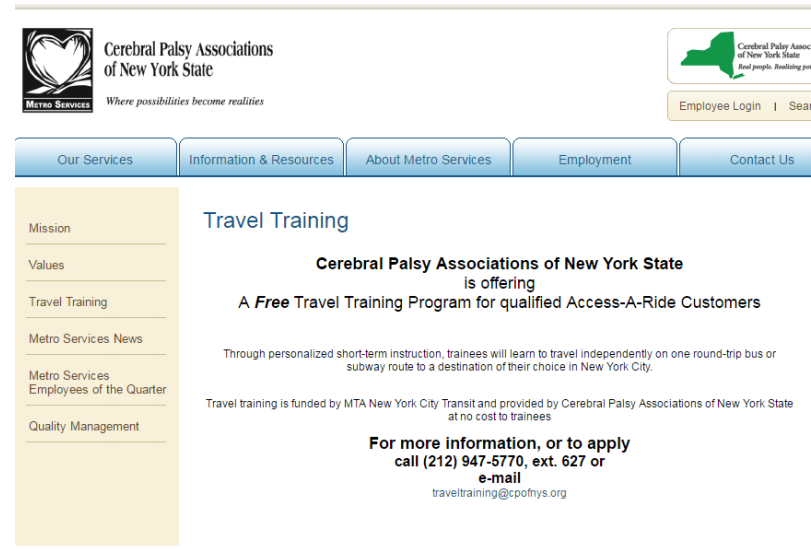
# Travel Training for Public Transit

## New York City Dept. of Education

- One-on-one travel training for students with severe mental or physical disabilities
- <http://schools.nyc.gov/>

## New York MTA

- Cerebral Palsy Associations of New York State offers one-on-one training for Access-A-Ride eligible individuals
- <http://www.cpfny.org/Metro/AboutMetroServices/traveltraining.aspx>



The screenshot shows the website for Cerebral Palsy Associations of New York State. The header includes the organization's logo and tagline "Where possibilities become realities". A navigation menu contains links for "Our Services", "Information & Resources", "About Metro Services", "Employment", and "Contact Us". The main content area is titled "Travel Training" and features the following text:

**Cerebral Palsy Associations of New York State** is offering  
A **Free** Travel Training Program for qualified Access-A-Ride Customers

Through personalized short-term instruction, trainees will learn to travel independently on one round-trip bus or subway route to a destination of their choice in New York City.

Travel training is funded by MTA New York City Transit and provided by Cerebral Palsy Associations of New York State at no cost to trainees

**For more information, or to apply**  
call (212) 947-5770, ext. 627 or  
e-mail  
traveltraining@cpfny.org

A sidebar on the left lists navigation options: Mission, Values, Travel Training, Metro Services News, Metro Services Employees of the Quarter, and Quality Management.

# Travel Training for Public Transit

## Paratransit Inc. Sacramento, CA

- Training for older adults and persons with disabilities
- One-on-one or small group trainings



The screenshot shows the Paratransit Inc. website. At the top left is the logo, a stylized white knot on a dark teal background. To its right is the text "paratransit inc." in a bold, dark blue font, with the tagline "creating independence through smart transit" in a smaller, lighter blue font below it. Further right is a photo of a smiling woman with short white hair, wearing a white jacket. To her right is the text "Help Paratransit, Inc. Create Independence Through Smart Transit!" and a blue button that says "DONATE TODAY!". Below the header is a navigation menu with buttons for Home, News, Wheels to Work, CTSA, Donate, Where's My Bus, FAQ, Mobility Training (which is highlighted), Registration, Reservations, Customer Service, and Maintenance. To the right of the navigation menu is a search bar with the text "Search" and a magnifying glass icon. Below the search bar is the breadcrumb "Home > Mobility Training". The main content area is titled "Mobility Training Program" and features a photo of two people standing next to a white bus. The text describes the program as providing assistance for learning to ride RT buses and light rail. It lists benefits like gaining a better understanding of the RT system and maneuvering mobility aids. Contact information is provided: (916) 429-2009 (ext. 7720) or (916) 429-2009 (ext. 7719). A link is provided to submit a request: "click here". A note mentions a powerpoint presentation available via a "click here" link. At the bottom, it says you can also email "JD@paratransit.org" or "KevinW@paratransit.org". A final note states the program is subsidized by Paratransit, Inc., Regional Transit, and other funding sources, provided at no cost.

# Taxi/TNC Subsidy and Voucher Programs

## What is it?



- Arrangement between sponsoring agency and taxi companies or Transportation Network Companies (Uber/Lyft)
- Subsidies provided for taxi/TNC trips
- Accessible taxis and chair car services provide a mobility option for subsidized customer participants

## Benefits



- Enables immediate, same-day, unanticipated travel
- Enables travel during evening and weekend hours
- Enables travel beyond boundaries of service area
- Can reduce paratransit demand/cost

# Taxi/TNC Subsidy and Voucher Programs

## Potential Challenges:



- Need subsidy
- Accessible vehicles are essential
- Drivers must not “lose”
- Requires good communication
- Need anti-fraud mechanisms
- Grants for accessible taxicabs (5310, 5311)

## Costs



- Subsidies \$\$-\$\$\$
- Program Management \$



# Taxi/TNC Subsidy and Voucher Programs

## Houston METROLift Taxi Subsidy

- Contracts with 4 taxi companies and supplies limited vouchers to drivers

## Chicago Taxi Access Program

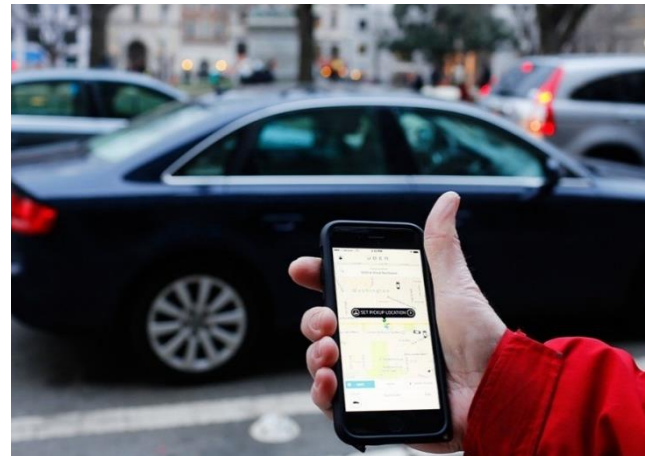
- Customers track trips through electronic voucher program

## MBTA Pilot Subsidy Programs

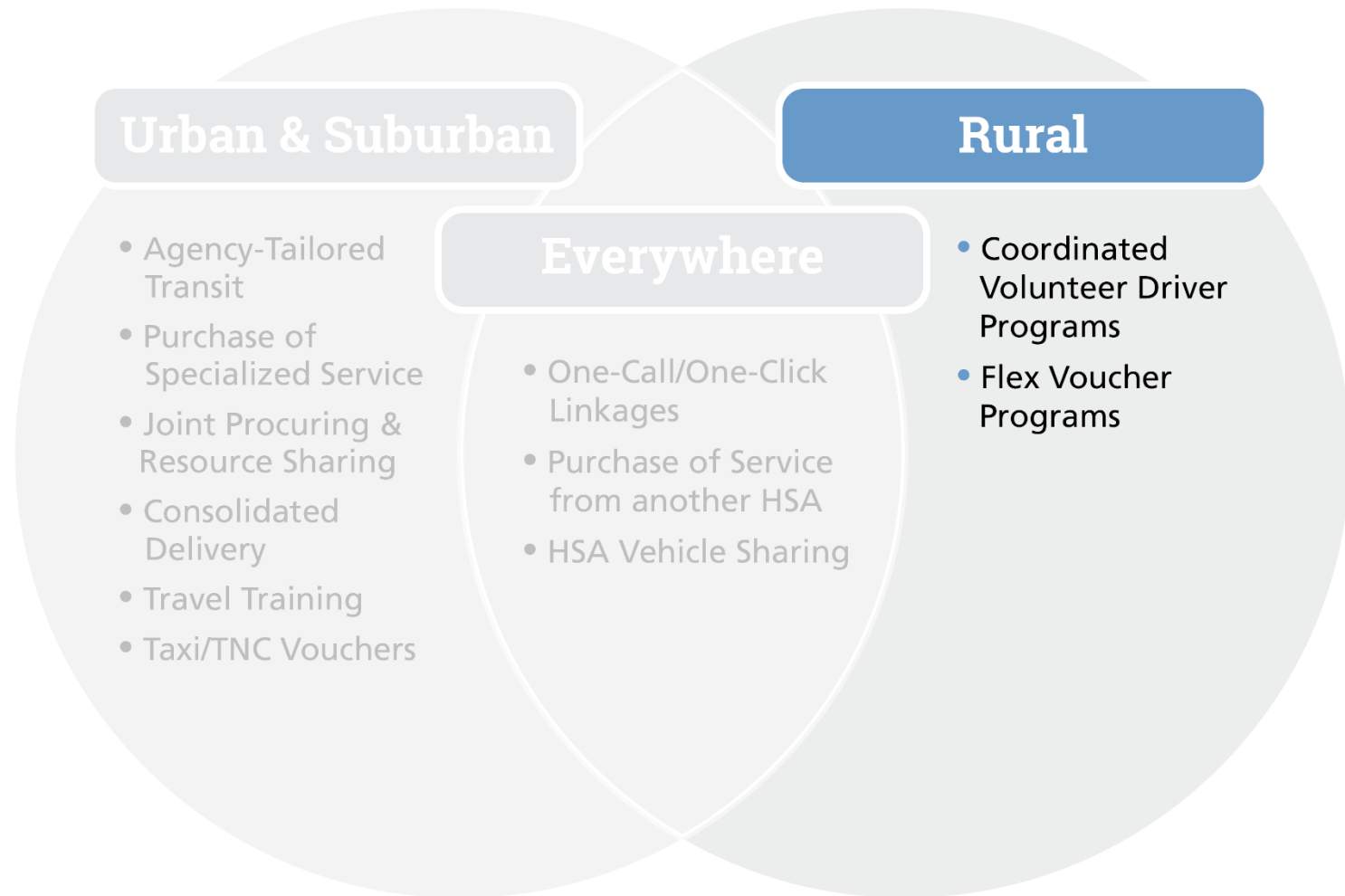
- The RIDE program, partnering with taxis and TNCs

## Freedom in Motion, Gainesville FL

- City of Gainesville and ElderCare of Alachua County utilize Uber for on-demand senior transportation



# Rural Management Strategies



# Coordinated Volunteer Driver Programs

## What is it?



- Coordinated or consolidated management of volunteer drivers
- Use of agency vehicles and/or driver-owned vehicles
- Current programs often operated in conjunction with meal delivery services, or other support services (e.g., bus buddies, voucher programs)

## Benefits



- Enables more efficient program management
- Reduces competition (for drivers!)
- Provides common training, standards and policies, marketing, liability insurance

# Coordinated Volunteer Driver Programs

## Potential Challenges:



- Recruiting and retaining volunteers is hard!
- Insurance can be an issue but is not insurmountable
- Reaching agreement on standards and processes

## Costs



- \$-\$\$

# Coordinated Volunteer Driver Programs

## Riverside, CA TRIP Volunteer Driver Program

- Participants recruit own volunteers who are then reimbursed

## Independent Transportation Network (ITN), Maine

- Banking rides in exchange for cars and volunteer hours
- Has expanded to several other states



# Flex Voucher Programs

## What is it?



- Issued or sold to eligible individuals
- Used to purchase trips from public or private transportation providers, including family members
- Can be used to reimburse volunteer drivers
- Sponsoring agencies subsidize the cost of the trips

## Benefits



- Maximizes use of existing transportation services
- Offers riders great(er) flexibility – they choose
- Makes existing resources more affordable

# Flex Voucher Programs

## Potential Challenges:



- Requires subsidy (\$\$\$\$)
- Requires an agency to manage program
- Measures must be taken to prevent fraud

## Costs



- \$

# Flex Voucher Programs

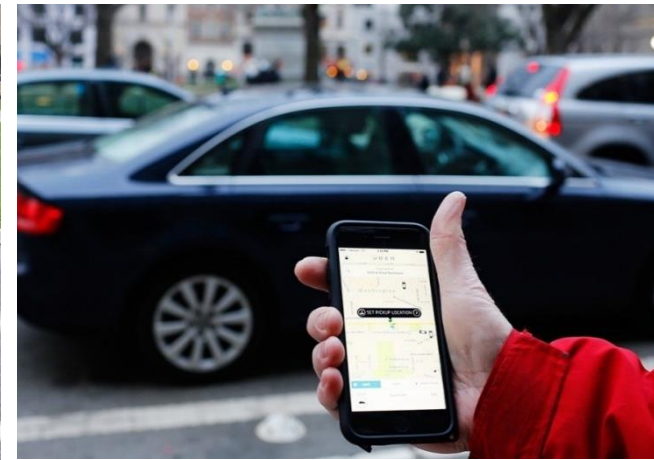
## Bear River, UT Medical Voucher Program

- Coordinates with partnering organizations and issues flex vouchers to pay for transportation to medical appointments





# State-level Transportation Coordination and Mobility Management

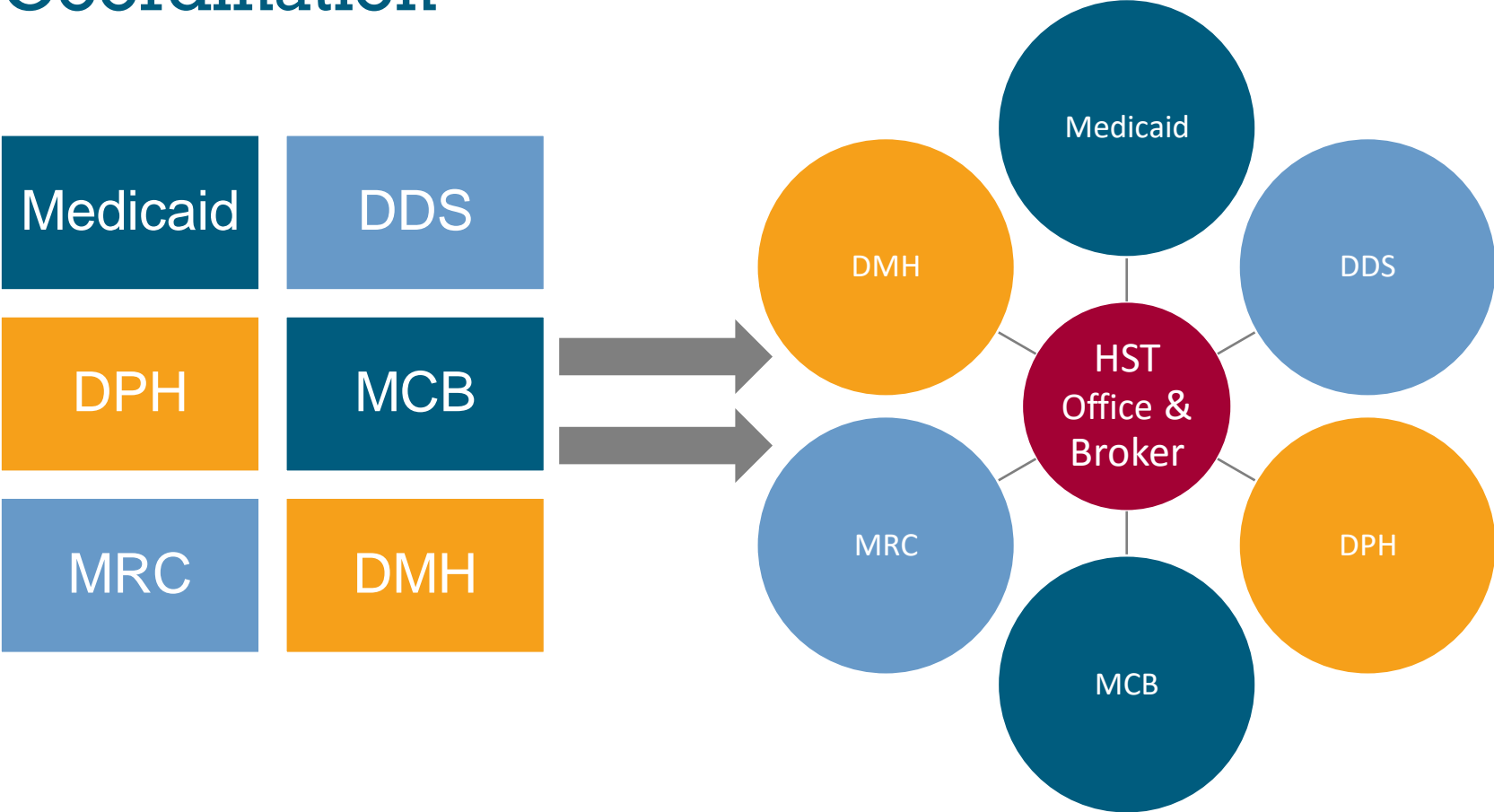


# What can be achieved at the State level?

## Massachusetts:

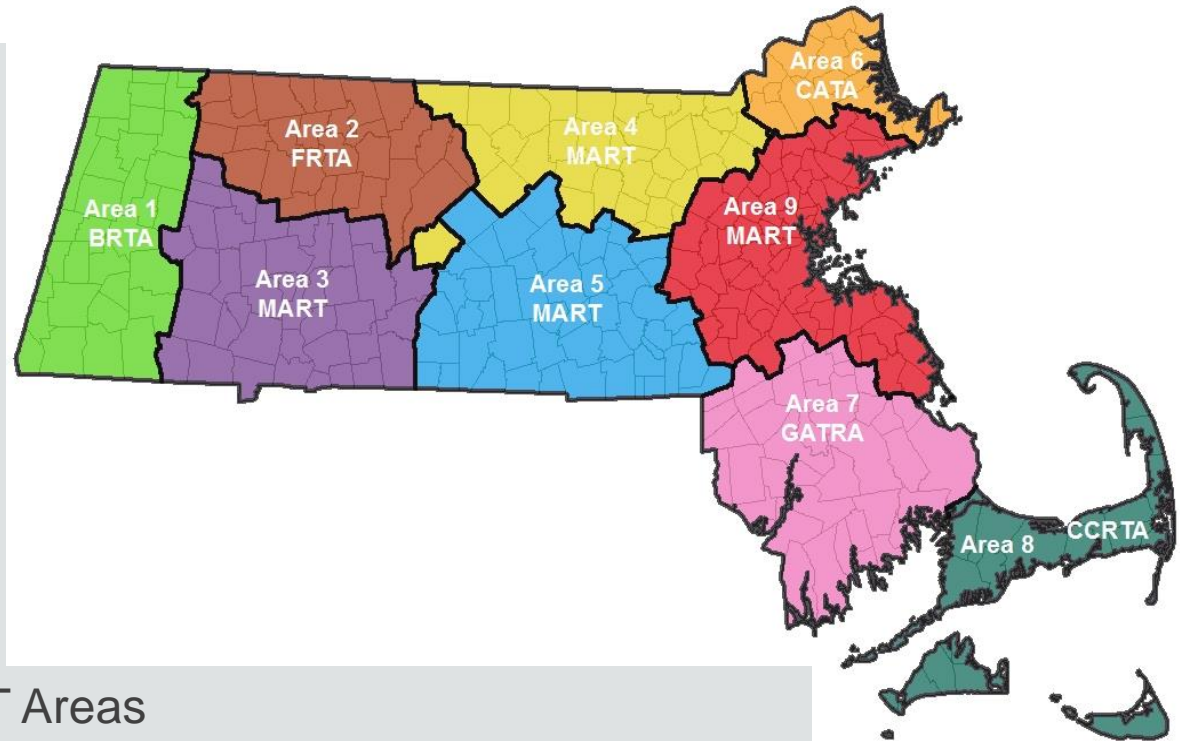
- Coordinates state human service agency transportation programs
- Provides technical assistance to state agencies
- Establishes the state-level framework for providing support to regional and local mobility management initiatives

# MA: Human Service Transportation Coordination



# MA: Human Service Transportation Coordination

- Hire a transportation broker – they are the transportation experts
- In Massachusetts, a public/public partnership with transit was created by limiting the procurement to regional transit authorities



- Six RTAs bid on 9 HST Areas
- Funding for the broker and HST Office was accomplished by creating a chargeback for participating agencies
- Participating agencies fund the direct transportation service

# MA: Human Service Transportation Coordination



Primary **responsibilities** of a broker include:

- Contracting for services with local transportation providers
- Arranging consumer trips – trip authorization and processing, call center
- Monitoring and ensuring service quality (on-site inspections, consumer surveys, etc.)
- Developing routing and other strategies to increase system efficiency (trip consolidation among agencies) and cost effectiveness
- Tracking and reporting system usage and costs and monitoring performance benchmarks

# MA: Human Service Transportation Coordination

**Benefits** to states, to participating human service agencies and to customers:



- Agencies know what they're spending, who they're serving and what services people are accessing via state-funded transportation
- Agencies can specifically budget for transportation for upcoming years and respond to programmatic changes
- States can identify dollars, people and services to which transportation is being utilized in the human service space
- Economies of scale and efficiencies achieved can result in additional dollars saved, which can be translated into more people served or creation of unique programming options
- Customers always know who to call with questions or concerns – single point of contact

# MA: Human Service Transportation Coordination



Potential **challenges** to consider:

- States may not have an overarching state-level HST Office or the appropriate “housing” to establish one
- Agencies may be reluctant to participate in a coordinated system due to “ownership” of in-house transportation programs or fear of losing control
- State level coordination may require legislative action
- Political implications/ advocacy groups

# MA: Technical Assistance



The HST Office's **technical assistance** capabilities include:

- Assessment for participation in the HST system
- Reviewing an agency's current transportation program and needs
- Responding to requests from agencies to explore and identify innovative solutions for their consumers' transportation needs
- Providing information and resources on the HST website on topics of interest such as local mobility resources and toolkits, transportation safety, coordination, and funding opportunities



# MA: Mobility Management



- FY12 – the HST Office received a two-year **\$600,000 federal grant**

MassMobility	
Information Hub	<ul style="list-style-type: none"><li>• Mobility information specialist</li><li>• HST website</li><li>• Mass Veterans Transportation Coalition (MVTC)</li></ul>
Outreach	<ul style="list-style-type: none"><li>• Mobility outreach coordinator</li><li>• Expanded membership of MVTC</li><li>• Easter Seals project ACTION partnership</li><li>• Work Without Limits coordination teams</li></ul>
Technical Assistance and Policy	<ul style="list-style-type: none"><li>• Respond to direct inquiries from consumers and community agencies</li><li>• Identified topics for further research</li></ul>

# MA: Mobility Management

**MassMobility** helps build the capacity of the Massachusetts community transportation network by:



**MassMobility** also provides resources in the following areas:

- Mobility management
- Community transportation coordination
- Reports on best practices and innovative strategies in community transportation
- Human service agencies and community transportation
- Transportation providers and community transportation
- Employers and community transportation

# MA: Mobility Management MassDOT Collaboration

## Massachusetts Mobility Management Center:



- **Assists** communities in **capacity development** for building mobility management initiatives tailored to local needs

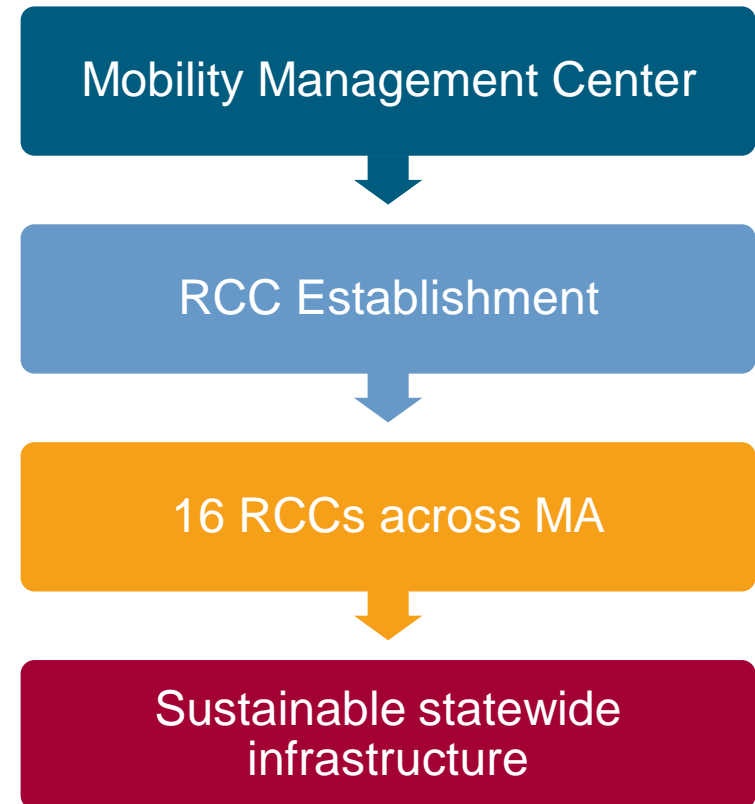


- **Supports** community organizations in:
  - Coalition building
  - Peer networking
  - Project based technical assistance
  - Information dissemination in the form of toolkits, practice briefs, and policy updates

# MA: Mobility Management MassDOT Collaboration

## Regional Coordinating Councils (RCCs)

- Established in 2013
- Voluntary advisory bodies comprised of community organizations and stakeholders
- Provide a forum for open discussion, information exchange, and articulation of local and regional transportation priorities



# Takeaways



- Transportation continues to be a key and critical component for seniors and individuals with disabilities to access the services they need and to be active members of their communities
- There are many ways to address transportation issues including local mobility management strategies and large scale state reform – and everything in between
- State level coordination efforts support local mobility management strategies
- States can customize human service transportation coordination and mobility management programs to fit their needs – not a one size fits all approach
- Although transportation will continue to be a challenge, states are beginning to put more focus on coordination and also support local mobility management strategies (New York)

# Questions, Discussion and Other Ideas



# Contact Information

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