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

2016 HCBS Conference
Presentation Team

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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

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

2. State-level transportation coordination and mobility management
Mobility Management Strategies for Urban, Suburban and Rural Areas
Mobility Management Strategies

Urban & Suburban
- Agency-Tailored Transit
- Purchase of Specialized Service
- Joint Procuring & Resource Sharing
- Consolidated Delivery
- Travel Training
- Taxi/TNC Vouchers

Everywhere
- One-Call/One-Click Linkages
- Purchase of Service from another HSA
- HSA Vehicle Sharing

Rural
- Coordinated Volunteer Driver Programs
- Flex Voucher Programs
Everywhere Strategies

**Urban & Suburban**
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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
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

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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

• $-$

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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

- $$$-$$$$

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Travel Training for Public Transit

New York City Dept. of Education

• One-on-one travel training for students with severe mental or physical disabilities


New York MTA

• Cerebral Palsy Associations of New York State offers one-on-one training for Access-A-Ride eligible individuals

• [http://www.cpofnys.org/Metro/AboutMetroServices/traveltraining.aspx](http://www.cpofnys.org/Metro/AboutMetroServices/traveltraining.aspx)
Travel Training for Public Transit

Paratransit Inc.
Sacramento, CA

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

Mobility Training Program

Mobility Training provides assistance to people learning how to ride Regional Transit (RT) buses and light rail.

Through our Mobility Training program, you’ll learn how to:

Travel Independently
• Gain a better understanding of the RT system
• Maneuver your mobility aids on the RT system

Call for more information:
(916) 429-2009 (ext. 7720) or (916) 429-2009 (ext. 7719).

To submit a mobility training request, click here

Click here to view a powerpoint presentation outlining a recent cost benefit analysis of mobility training.

You may also send email to JD@paratransit.org or KevinW@paratransit.org

Mobility Training is subsidized by Paratransit, Inc., Regional Transit, a federal community service block grant and other funding sources, and is provided to qualified individuals 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

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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 greater 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

- Medicaid
- DDS
- DPH
- MCB
- MRC
- DMH

HST Office & Broker

Medicaid
DDS
DMH
MRC
DMH

MRC
DPH
DMH
MCB
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
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
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

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<td>Information Hub</td>
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<td>- Mobility information specialist</td>
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<td>- HST website</td>
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<td>- Mass Veterans Transportation Coalition (MVTC)</td>
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<td>Outreach</td>
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<td>- Mobility outreach coordinator</td>
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<td>- Expanded membership of MVTC</td>
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<td>- Easter Seals project ACTION partnership</td>
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<td>- Work Without Limits coordination teams</td>
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<tr>
<td>Technical Assistance and Policy</td>
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<tr>
<td>- Respond to direct inquiries from consumers and community agencies</td>
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<td>- Identified topics for further research</td>
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**MA: Mobility Management**

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

- Raising awareness of existing services
- Fostering collaboration
- Sharing best practices

**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
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
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

MA: Mobility Management MassDOT Collaboration

- Mobility Management Center
- RCC Establishment
- 16 RCCs across MA
- Sustainable statewide infrastructure
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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