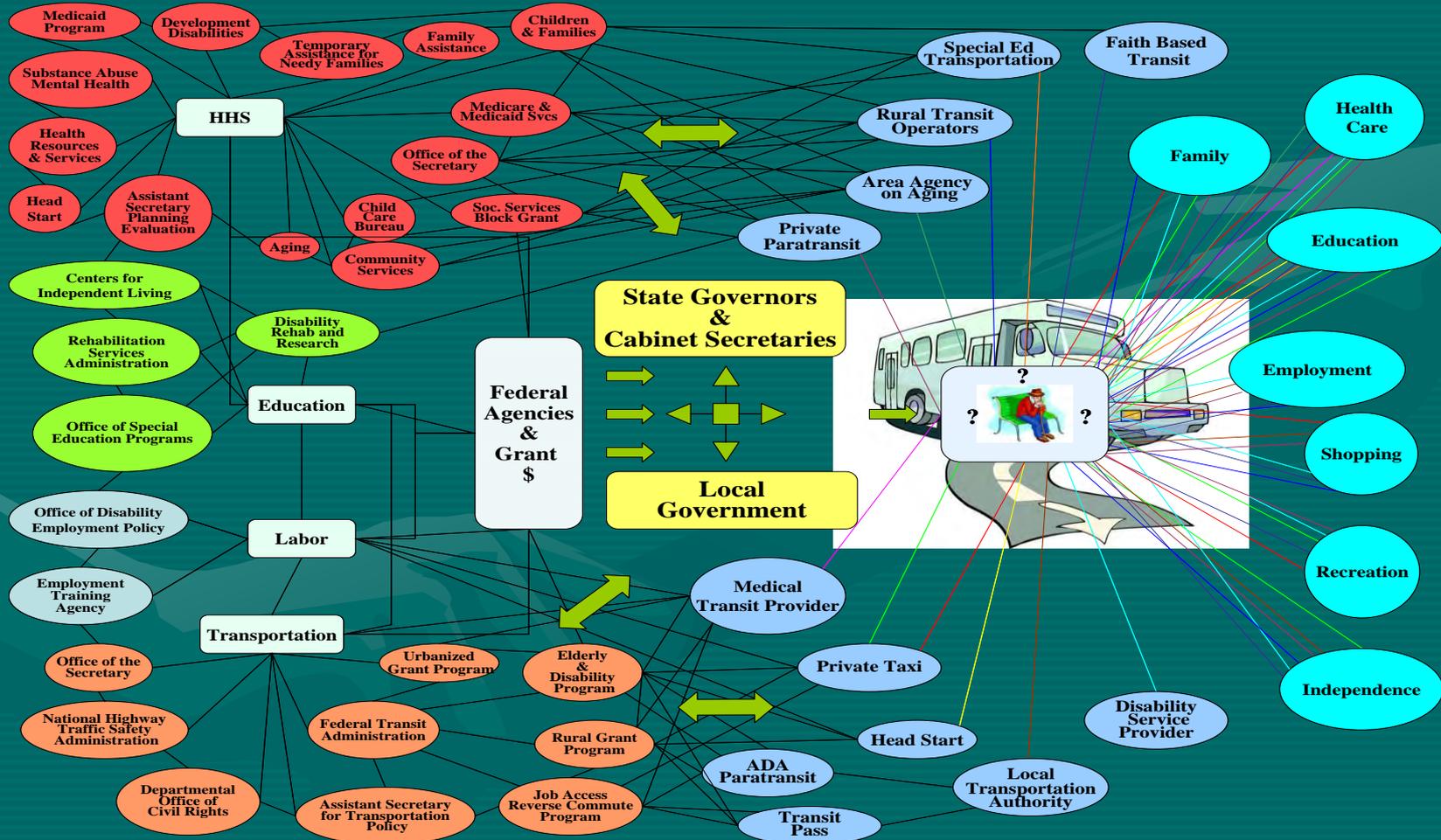


COORDINATION ACROSS THE UNITED STATES

DIFFERENT STROKES FOR
DIFFERENT FOLKS

Challenges



TRANSPORTATION COORDINATION

- Cooperative arrangement between transport providers, agencies, and/or people needing a ride for medical, nutrition, work, education, recreation, and/or business purposes.
- Continuum of efforts to share authority, responsibility, services, power, management, funding, and costs working to the same end with harmonious adjustments or functioning.

TRANSPORTATION COORDINATION

- Knowing your transport system's strong and weak points and then collaborating with stakeholders to seek improvements.
- A mobility broker where a variety of travel options are available to meet individual needs.
- A focus on an entire community and maybe even multiple communities.

TRANSPORTATION COORDINATION

- A potential for increasing transport system effectiveness and efficiency.
- A mutually beneficial and well defined relationship entered into by two or more organizations to achieve results they are more likely to achieve together than alone.

Lower Savannah COG, SC

- Multi-county rural area
- Goal: One number to match people with rides
 - Already have regional purchases, coordinated driver training and maintenance among area transit providers that are saving providers money
 - With Mobility Managers, use of Technology and a Travel Management Center

Over 7 Years to get where they are.

Mobility Manager/One Call Center

Role of Mobility Manager

- Gathering and updating information on transportation resources in the region
- Helping callers, one person at the time, to find rides
- Certifying callers as eligible for various transit programs (ie 5310, ADA paratransit, 5311, etc.) and linking them to transit providers
- Advocating for consumers to get service from local provider agencies
- Helping to find solutions to unique transportation chall.
- Tracking and documenting unmet needs

Responding to Transit Providers

- Common radio system – helps to regionalize the transportation services
 - Drivers to base
 - Drivers with other providers
 - Emergency management and law enforcement
- Now asking COG and partners to help transportation providers to increase their business opportunities. They want to work together to have a better transportation system in the eyes of the community. Win-win.

“Travel Agent”

- LSCOG’s mobility manager thinks of herself as a travel agent for each caller, helping to focus on the consumer’s needs and helping to find the best option for meeting them.
- In a one-call center, focus changes from routes and groups to individuals and destinations.

What's in Store

- Technology-enabled information, assistance and coordination center to help with transit /other human services and health-related issues with 1 call
- Web-based access to making trip requests, cancellations, etc.
- Regional phone system that will be capable of directing all calls to 1-call center as needed and making reverse calls, reminder calls, inclement weather calls, etc.
- On-board mobile data terminals and vehicle location technology to keep track of current vehicle location, track service data and streamline reporting

More in Store

- Scheduling and dispatching software to help group trips and increase efficiency
- Cross-training for referrals back and forth among mobility and human services information and assistance centers
- Potential for service brokerage among provider network to increase coordination and efficiency

Convenience and Efficiency

- Consumers will be able to get information from web site, interactive voice mail or a live person!
- By making better use of existing resources, new transportation resources will become available.
- Service options will become better able to meet more consumer needs.
- Service agencies will have assistance to meet consumer needs.

PADUCAH AREA TRANSIT KENTUCKY

Fixed Route, ADA Paratransit, Dial-a- Ride,
Coordinated Human Service, Medical provider,
Airport Shuttle, Package/movie Delivery,
UPS/FedEx Service, Downtown Trolley, Van-
pools, Special Events

TMCC Customer Access

☐ Telephone:

- Available 24/7
- Live person
- Automated attendant
- Multi-language services
- TDD/TTY/KY Relay

☐ Internet:

- Available 24/7
- All information same as available by telephone
- Kiosks at various community locations

☐ Walk-in

- Available during normal business hours
- All information as available by telephone and internet
- In person services at all transportation provider locations (PATS, Fulton Co. Transit, Murray-Calloway Transit, and Easter Seals West KY)



Access the TMCC in a number of ways:

These services will be available in multiple languages and accessible by the hearing impaired.



PHONE

(speak to a live person or use our automated system)

WALK-UP KIOSK



IN PERSON



INTERNET



Additional Information:

-Paducah Area Transit (270) 444-8700; www.paducahtransit.com

-Murray Calloway Transit (270) 753-9725; www.murraytransit.com

-Fulton County Transit (270) 472-0663; www.westernkytoday.com/fultontransit.html

Learn More!

U.S. Department of Transportation's Mobility Services for All Americans (USDOT MSAA) - www.its.dot.gov/msaa

TMCC Services

INTRODUCING THE NEW:

Transportation Management Coordination Center (TMCC)

You will easily have access to the following:



Detailed Services Information:

- Find the transportation services provided and their hours of operation.
- See the transportation providers available in your county.

Bus Arrival and Departure Information:

- Quickly get an answer to - "Where's my ride?"

Scheduling Transportation:

- Schedule a trip and receive trip information.
- Determine eligibility for transportation services.

Fare Media Information:

- Receive your fare card available balance and reload funds.

Safety and Security Information:

- Check service availability due to weather conditions or other issues.

211 Human Service & Community Information and Referral:

- Find information on various community organizations, programs, and services offered.
- Get connected directly!

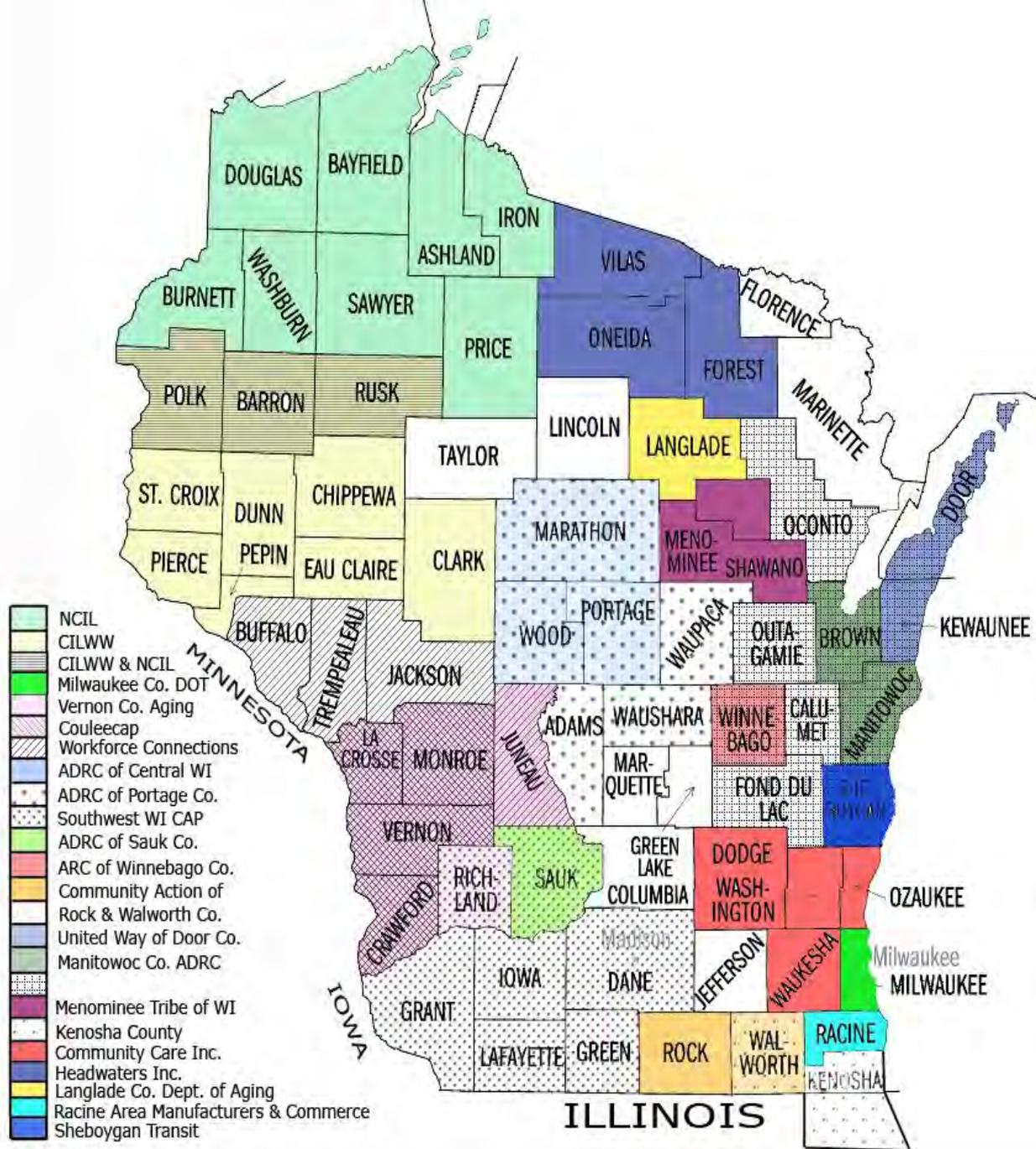
“Your one stop shop to gaining simplified access to transportation and human service information in the Purchase Region 24 hours/day 7 days/week.”

WISCONSIN COORDINATION

- Over 30 Mobility Managers Throughout the State
- 16 hired-first New freedom application cycle for projects implemented in 2008
- 9 funded by JARC/Wisconsin Employment Transportation Assistance Program
- Several funded by Supplemental Transportation Rural Assistance Program

2008 projects

Wisconsin is leading the nation with the number of mobility manager projects it has in



Who employs them?

- *Aging and Disability Resource Centers / Departments and Commissions on Aging*
- *Cities, Counties / Transit Commissions*
- *United Way / Women's Employment Center*
- *Independent Living Centers*
- *Community Action Coalitions / Programs / Service Agencies*
- *Economic Opportunity Councils*
- *Care Management agencies*
- *Development groups*
- *Transit systems*



WORDS OF WISDOM FROM WISCONSIN

- THE IMPORTANCE OF A CORE GROUP?
- In Wisconsin it began with a transportation planner at a regional planning commission.
- Members included Aging Commissions, sheltered employment programs, Community Action Programs, Councils on Physical Disabilities, transit agencies, elected officials, human service agencies
- Representatives should represent a broad spectrum of the community understanding their values, program priorities, needs, resources and interests

WORDS OF WISDOM FROM WISCONSIN

- HOW DOES COORDINATION GET STARTED?
- There are a variety of ways; sometimes it originated through the local planning process since it gets people talking to help identify transport issues & areas in which coordination should be addressed. At other times, it is the folks who deliver transportation that recognize a need to maximize efficiency & effectiveness while experiencing higher operating costs &, in some cases reduced funding levels.

MAT-SU COMMUNITY TRANSIT

MASCOT

Private Non-profit agency

1999



2008

Our Services

- **Commuter Service to Anchorage**

Transportation directly to People Mover Transit Center at 6th & H

- **Coordinated services**

A working relationship with business and local agencies to help provide transportation.

- **Non-medical / Non-emergency Transport**

Transporting of individuals by means of a stretcher equipped vehicle.

Our Services

- **Deviated Fixed Route**

Bus will go up to $\frac{3}{4}$ mile off route to help individuals with special needs and Seniors who are unable to access a bus stop.

- **Demand Response**

Individuals outside of the core area to schedule a bus ride, 24 hours in advance.

- **Para-transit**

Transporting of individuals which require a higher level of assistance for medical and mobility needs.

Our Agencies

Service with over 90 agencies

- Veterans Administration
- Alaska Family Resource Center
- Daybreak
- Love Inc.
- People Mover
- Marcs
- Ready Care
- Special Olympics
- Alpine Alternatives
- Mat-Su School District
- Job Ready
- Boys & Girls Club of Alaska
- Behavioral Health Services
- Maximus
- Department Of Public Assistance
- Division Of Vocational Rehab
- Assets Alaska
- S.E.L.S.
- Access Alaska
- Job Corp
- Mat-Su Services for Children & Adults

Our Funding

✦ Federal:

- ✓ 5309 – Federal funds for capitol purchases.
- ✓ 5310 – Elderly and Disabled transportation
- ✓ 5311 – Rural transportation
- ✓ AMHTA Grant- Alaska Mental Health Trust Association
- ✓ TANF Grant– Temporary Assistance for Needy Families
- ✓ JARC Grant– Job Access Reverse Commute
- ✓ Medicare – Choice Wavier fare purchases

Our Funding

✦ Local:

City of Wasilla

1. Helping to administrate 5309 Funds
2. Donating land as match for 5309 Funds
3. Overseeing the construction of our new facility

Mat Su Borough

1. Administering 5309 Funds & Match funds
2. Presented resolutions in support of Public Transit

Our Funding

- ✦ **State:** Administering Federal pass through funds. Presently Alaska is one of four states which do not fund public transportation.

- ✦ **Agencies:** which purchase tickets from MASCOT
 - ✓ Department of Labor
 - ✓ Alaska Job Corps Center
 - ✓ Mat-Su School District
 - ✓ Mat-Su Services for Children & Adults

WASHINGTON STATE Paratransit Services Inc.

- Fixed –route
- Demand Responsive
- Taxicab
- Tribal
- Ambulance
- Veterans
- Medicaid Fuel Vouchers
& bus pass
- Commuter
- Medicaid trips
- Non-emergency stretcher
- Volunteer
- Emergency response
- Homeless students
- Brokerage

ACHIEVEMENTS

- Medicaid brokerage 24-7
- Ombudsman review of Medicaid customer comments
- Cost allocation with “seat miles” allows funders to purchase & share a ride for a fairly apportioned trip cost
- In-house train the trainer driver training
- Automatic call back to clients
- Web-access Trip Check
- Smart card for Medicaid transportation brokerage

OREGON- Lane Transit District

- White Bird Crisis Center- mental health screening & evaluation
- Pearl Buck Center- vocational alternatives for adults with developmental disabilities
- Family Relief Nursery- for working families to overcome risk factors such as domestic violence, disabilities, & teen parenting
- Community sharing- LTD bus tokens

LANE DISTRICT continued

- Parent Partnership
- Lane Workforce Partnership
- Salvation Army
- Lane Shelter Care
- Womenspace
- Goodwill Industries
- St Vincent Depaul
- Alvord Taylor
- Catholic Community Services
- Centro Latino Americano
- American Cancer Society
- Hispanic Family Center
- Relief Nursery
- Friends of Florence
- Siuslaw Area Women's Center
- Lane County School Districts
- Head Start of Lane County



Mobility Management Center
providing

**Coordinated Transportation and Social
Services**

Including but not limited to:

**Paratransit; Transportation for Seniors, Low-Income Family
Transportation; CalWorks (Guaranteed Ride Program and
After-School Transportation); and Other Community
Transportation Services.**

Range of Coordination Activities

- Multi-program nonprofit to coordinate and leverage resources, funding sources, expertise, technology, management, planning, including planning for emergency preparedness, to provide cost-effective services and solutions.
- Funding sources include but not limited to: VTA (TDA funds), MTC (Lifeline combining state and federal), JARC, New Freedom, County Social Services, CalWORKS, Community Development Block Grant (CDBG), Area Agency on Aging (federal), CalTrans, City of San Jose Healthy Neighborhood Funds (anti-tobacco settlement funds), Cities of Santa Clara, Campbell, Gilroy, private funds, donations, etc.

PARATRANSIT INC.-California

- SHARED COST AGREEMENTS
- Adult day health agencies
- Developmental disability organizations
- Senior organizations
- Ethnic community organizations
- SERVICES
- Vehicles, drivers
- Backup loaner vehicles
- Driver training
- Insurance
- Fuel
- Maintenance
- Scheduling/dispatch
- Eligibility
- Mobility training

STEUBEN COORDINATED TRANSPORTATION – N. Y.

- By calling 211 callers are connected to SCT and provided transportation information, coordination and assistance to residents aged 60 and over and/or frail residents. Information regarding public and private alternatives is given and when this does not work out a transportation coordinator arranges for a volunteer driver. There is no fee for the service.

SEDGWICK COUNTY TRANSPORTATION BROKERAGE KANSAS

- A centralized call center offering one number to call for access to several transit providers. It operates for seniors 24/7 to a variety of social service destinations as well as medical services and other essential trips. It is an affordable alternative for those seniors living in the urban as well as rural areas. It is complemented by a volunteer program as well.

CONTACT INFORMATION

- LOWER SAVANAH COG- Lynnda Bassham, lbassham@lscog.org, 803-649-7981
- PADUCAH TRANSIT- Kim Adair, Kadair@paducahtransit.com, 270-444-3660
- WISCONSIN DOT- Ingrid Koch, ingrid.koch@dot.state.wi.us, 608-266-1379
- MAT-SU- Louis Friend, lhfriend@matsutransit.com, 907-376-5006
- PARATRANSIT SERVICES- David Baker,
[www.pاراتransit.net](http://www.paratransit.net), 800-922-3468
- LANE TRANSIT DISTRICT- Ms. Terry Parker, Terry.parker@ltd.org, 541-682-3245
- OUTREACH- Katie Heatley, Katieh@outreach1.org, 408-436-2865
- PARATRANSIT INC.- Linda Deavens, linda@paratransit.org, 916-429-2009x302
- STEUBEN TRANSIT- Allison Payne, institute@ihsnet.org, 607-776-9467
- SEDGWICK COUNTY- Valerhy Powers, vpowers@sedgwick.gov, 316-660-5158

LOCAL COORDINATING COUNCIL ACTIVITIES

- Provide info & referrals regarding transport options
- Coordinate human service transport with public transit service providers
- Set policies/priorities for specialized transport
- Monitor services regarding quality & costs
- Solicit federal, state, & local funding
- Prioritize competing grant applications
- Serve as a broker for NEMT services
- Contract for transport services
- Identify obstacles to coordination

SOME BARRIERS TO COORDINATION (Brick walls or Smoke Screens?)

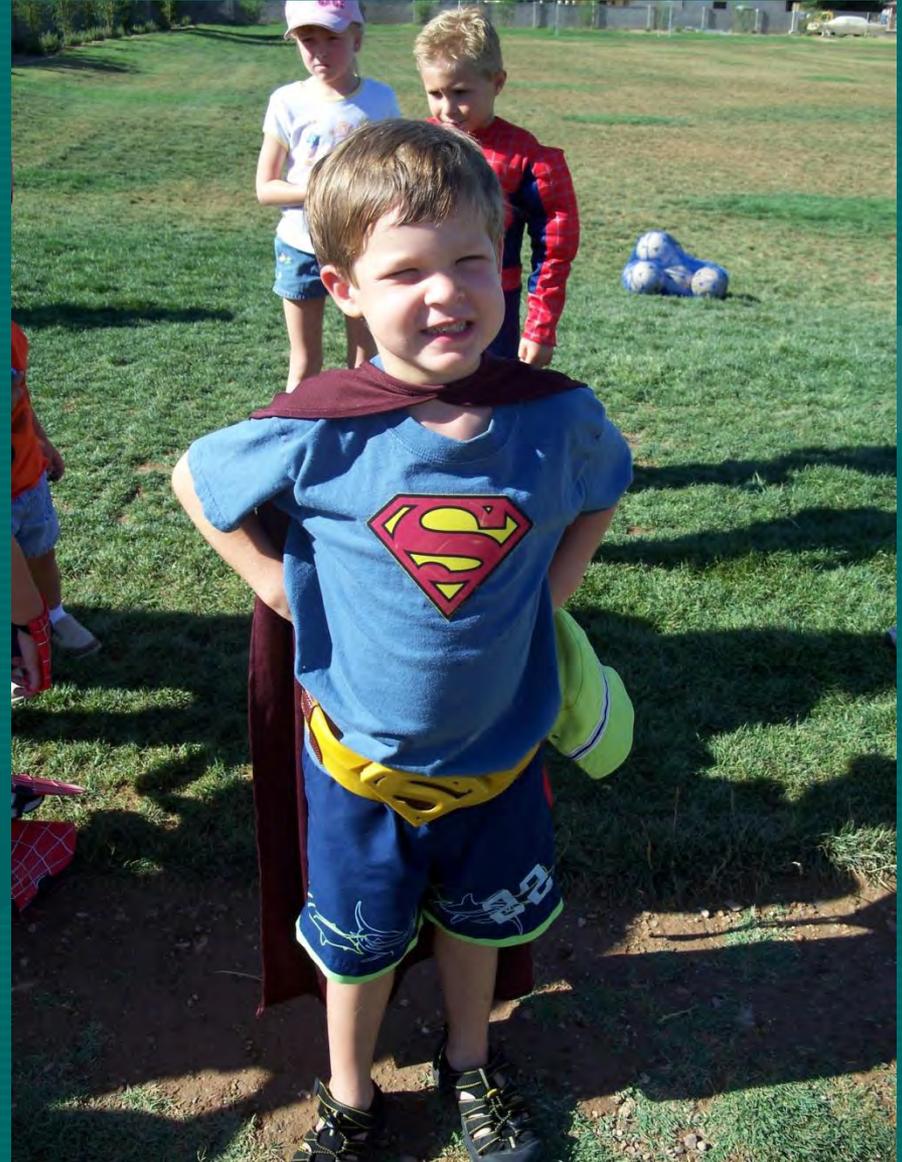
- TURFISM
- DUPLICATION OF SERVICES
- UNDER UTILIZATION OF VEHICLES
- FRAGMENTED FUNDING
- POLICY VACUUM
- LACK OF INFORMATION
- RISK MANAGEMENT PRACTICES
- SERVICE AREA DIFFERENCES

A KEY TO SUCCESS: LEADERSHIP

- Promote participation & empower members
- Be effective in the political arena
- Commit to be actively & visibly involved in the council
- Promote cohesiveness, collaboration, consensus & involvement
- Share information broadly
- Handle conflict constructively
- Convey confidence about the ability of the council
- Build & maintain personal relationships w/members
- Have a clear vision moving the group ahead
- Acknowledge & correct mistakes as they occur

Local Champion:

All of these success factors notwithstanding, you need a local champion. Without at least one individual who actively rejects conventional wisdom and leaps tall buildings in a single bound.



TIME IS A WASTING!

- WHAT NEEDS TO BE DONE TO GET SOMETHING STATRTED?
- WHO WOULD BE GOOD CANDIDATES TO SERVE IN A CORE GROUP?
- WHAT MOBILITY CONCERNS NEED TO BE ADDRESSED YESTERDAY?