

COORDINATION IN RURAL AREAS

DIFFERENT STROKES FOR
DIFFERENT FOLKS

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.

WHO DO YOU SERVE?

1. People with disabilities needing regular transportation to employment
2. Seniors who don't know how to ride the bus but want to learn how
3. Medi-Caid recipients who need transportation to medical appointments
4. Children who need a ride home after late scheduled school activities.

WHO DO YOU SERVE?

5. Hospitals with transport needs for patient discharges.
6. Single mothers with children needing rides to daycare and then employment.
7. Frail, home-bound seniors needing escorted rides to medical and shopping.
8. Non-ambulatory persons needing rides when ADA paratransit is not available (evenings & weekends).

WHO DO YOU SERVE?

9. Low-income families needing a reliable car to access better employment.
10. Senior nutrition program looking for ways to bring more non-driving seniors to their lunch program.
11. Private non-profits looking for a reliable vehicle maintenance program.
12. A centralized training facility to train new drivers in the region.

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. The 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.

Local Champion:

All of these success factors notwithstanding, you need a local champion. Without at least one individual who actively rejects conventional wisdom, you should not try this at home.

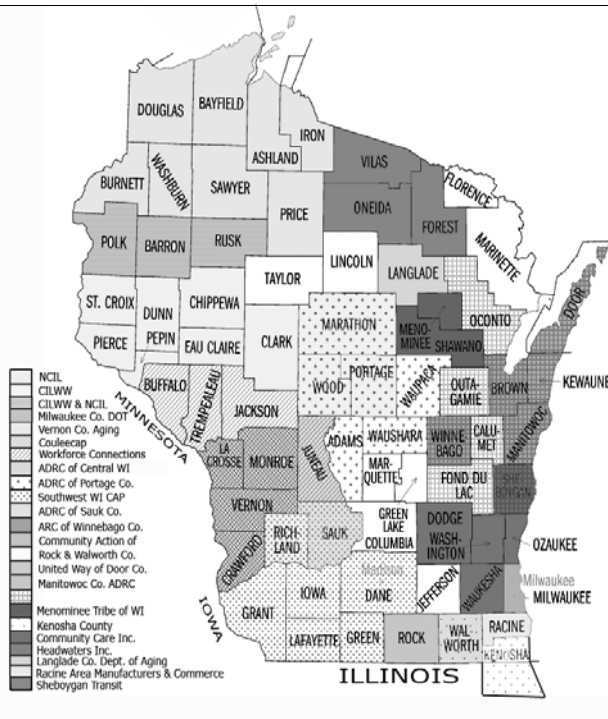


WISCONSIN COORDINATION

- 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



MAT-SU COMMUNITY TRANSIT

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 Coordination Partners

A. Contract agreements 24/7 service

- Alaska Cab
- R&B Taxi
- Independent Taxi



B. Memorandums of Agreement

- Boys & Girls Alaska
- Mat-Su Services for Children & Adults
- Chugiak Senior Center
- Palmer Senior Center
- Wasilla Senior Center
- Chickaloon Tribal Government

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

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.

SEBOWICK 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
- COMMUNITY CONNECTION- Frank Thomas, frank@neotransit.org, 541-963-7532
- 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
- STEUBEN TRANSIT- Allison Payne, institute@ihsnet.org, 607-776-9467
- SEDGWICK COUNTY- Valerhy Powers, vpowers@sedgwick.gov, 316-660-5158

LOCAL COORDINATING COUNCILS

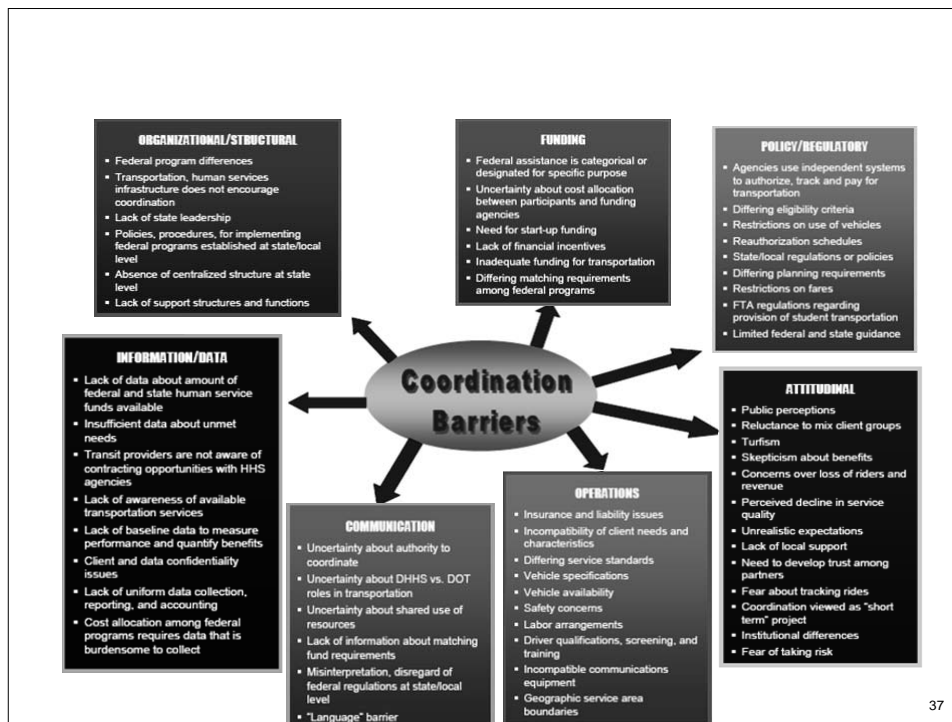
- Implements & oversees the provision of coordinated transport in their community. It could also provide feedback to Arizona Rides as to what is working & where some assistance may be needed. It consist of stakeholders with an interest in improving mobility by reflecting on specific needs of the community. An effective strategy is to start small & achieve successes before taking on more complex activities.

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

TIME IS A WASTING!

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