

ACTIA Specialized Transportation Program for Seniors and People with Disabilities

Mobility Management in the Bay Area and Beyond

ACTIA Coordination Summit
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What is “Mobility Management”?

A customer-centered, centralized system that provides:

- Information about transportation options
- Coordinates responses to requests for transportation services, particularly for low-income, elderly & disabled populations
- Reduces customer confusion
- Provides more cost-effective service delivery

What is “Mobility Management”?

- Mobility management involves:
 - ▣ Offering a full range of travel options
 - ▣ Cultivating partnerships and multi-agency activities
 - ▣ Offering a single point of access for customers to multiple travel modes
 - ▣ Coordinating community-wide planning with transportation, influencing land use and zoning
 - ▣ Applying advanced technologies in support of coordination and efficient operations

Mobility Management Peers: Ride Connection (Portland, Oregon)

- 371,000 trips, 30 partner agencies
 - ▣ a) One-stop call center for I&R, schedule trips on partner agency vehicles
 - ▣ b) travel training
 - ▣ c) small demand-response and shuttle service
- Started with six partner agencies, 11,000 trips, almost exclusively through volunteer drivers
- Cost/trip (\$13.32) much lower than ADA paratransit
- Helped set up half a dozen community based shuttle programs

Ride-On (San Luis Obispo Co.)

- Direct service provider, one-stop point of connection for transportation services outside of ADA paratransit
- In 1987-92, United Cerebral Palsy providing 20 trips/month to own clients
 - Staff documented \$ being spent on transportation by all social service agencies and calculated potential savings if insurance, maintenance, and administration pooled
- Ride-On started in 1993, now 310,000 trips
- To develop mobility manager function, Ride-On explored how they could help other agencies
- First year just 6 or 7 partner agencies, mostly calling in for rides

Ride-On (continued)

- Now provides social service and general public transportation (airport shuttles, “lunchtime express” service, guaranteed ride home, visitor shuttles, agricultural and other vanpools)
- Need to have two anchor programs to complement coordination funding (Regional Center and Medi-Cal)
- Mobility Manager informs all stakeholders about transportation resources in the County, focusing on educating dispatchers at social service agencies.

Special Transit (Boulder, Colorado)

- Private non-profit serving seniors, people with disabilities, low-income individuals, or those having life circumstances that prevent them from traveling to their destination
 - ▣ Paratransit (125,000 trips), travel training, brokers with agencies to provide volunteer driver programs
 - ▣ Revenue generating contracts, including 20% of Access-a-Ride's trips, Call-n-Ride program, downtown shuttle service
- One-stop location for all trip requests
- Largest funding sources are the County, RTD, and donations, in addition to almost 20% of the budget which is covered by earned income contracts

Special Transit (continued)

- Successful models:
 - ▣ 1) **American Red Cross** recruits volunteers, provides vehicles, insurance, maintenance. Special Transit takes trip requests, develops schedules, trains volunteer drivers
 - ▣ 2) **Family and Friends Mileage Reimbursement Program** – for hours/area not covered by the paratransit program: rider finds driver/volunteer, passes reimbursement on to driver
 - ▣ 3) **RSVP** provides volunteers and insurance, Special Transit refers riders
- 2008 New Freedom Fund grant - Mobility Specialist contacts all new ADA paratransit registrants
 - ▣ Helps them develop individual travel plans that go beyond ADA paratransit (over 400 last year)

Paratransit Inc. (Sacramento)

- Private non-profit providing ADA paratransit, travel training, maintenance
- Contracts with 15 agencies for paratransit provision
- Directs people to high productivity, non-ADA paratransit
- Maintenance for 50 agencies, generates \$
- Travel training for other cities, generates \$
- Currently mainly markets to partners, but moving towards one-stop mobility management with consumers

Outreach (San Jose)

- Provides both social service and transportation programs
- Paratransit rider fare subsidies, public transit passes, subsidized taxi services, ADA paratransit brokerage for VTA, after-school transportation
- Owns all vehicles, brokers all trips to contractors
- Very broadly established network of partners, over 30 years
- One-stop call center for all trip requests, eligibility
- 1 million trips with lower-than-average cost
- Maintain control using highly computerized system

Thank You!

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