# 5.4 Coordinated Human Services Transportation
Update to 2013 Plan

- Update required to access Federal Transit Administration Section 5310 Funds
  - Enhanced Mobility of Seniors and Individuals with Disabilities
  - Section 5310 provides roughly $550-$600K annually
  - Plan is for Raleigh Urbanized Area and Wake County
    - Includes sizable portion of Johnston County and Town of Clayton
    - Extends slightly into Granville, Franklin, Harnett and Durham Counties

- Prescribed Planning Process:
  1. Inventory existing human service and public transit services
  2. Assess needs and service gaps
  3. Develop strategies to address needs and gaps
  4. Identify coordination strategies to reduce duplication and improve efficiency
  5. Collect input from stakeholders and members of the public
  6. Prioritize and recommend strategies for implementation
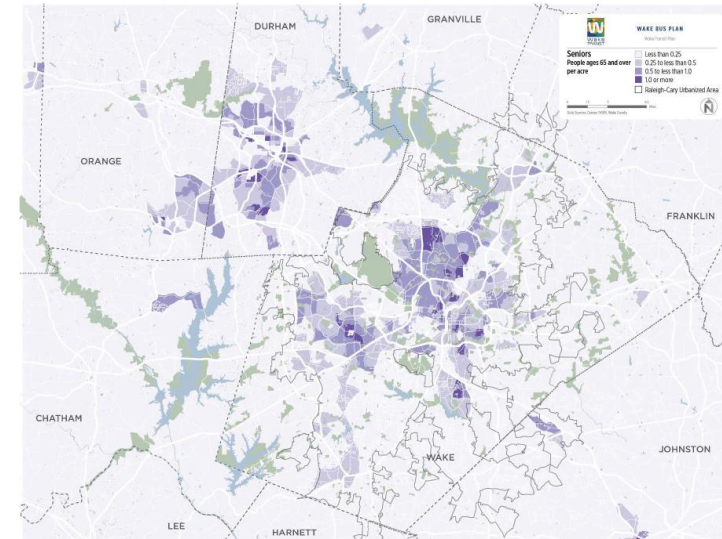
(CHSTP) Update to 2013 Plan

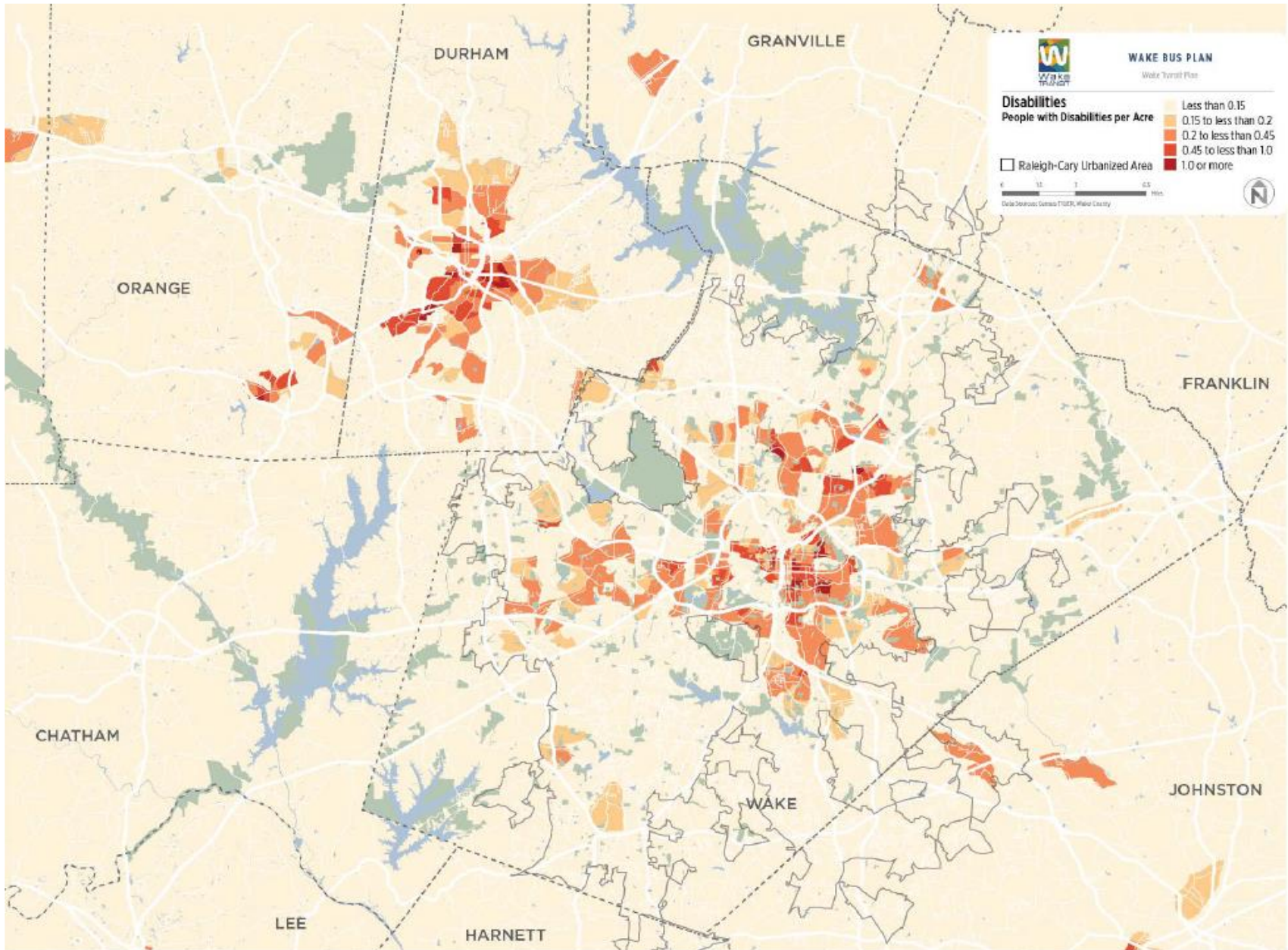Figure 3-1 Raleigh-Cary Urbanized Area
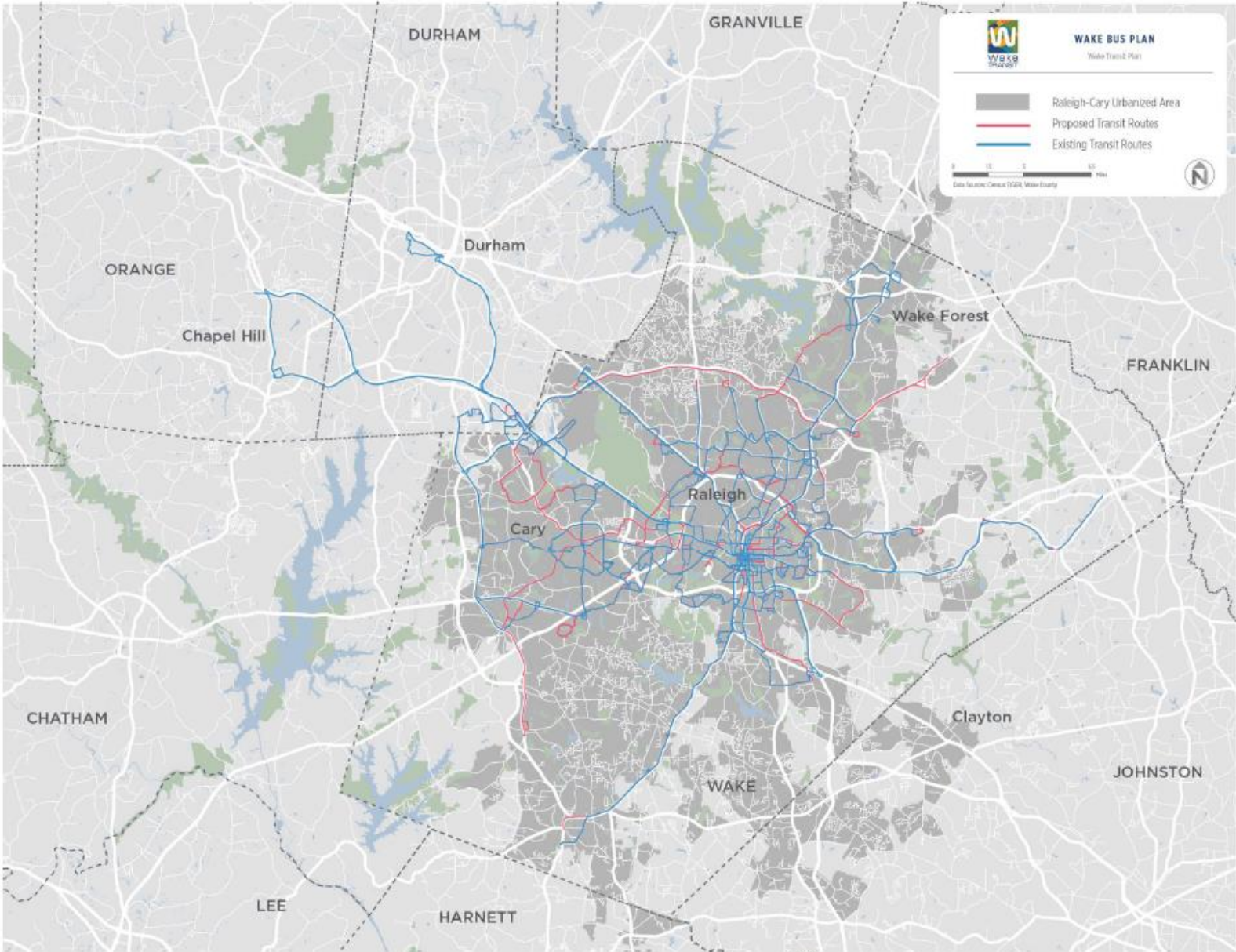
CHSTP Update
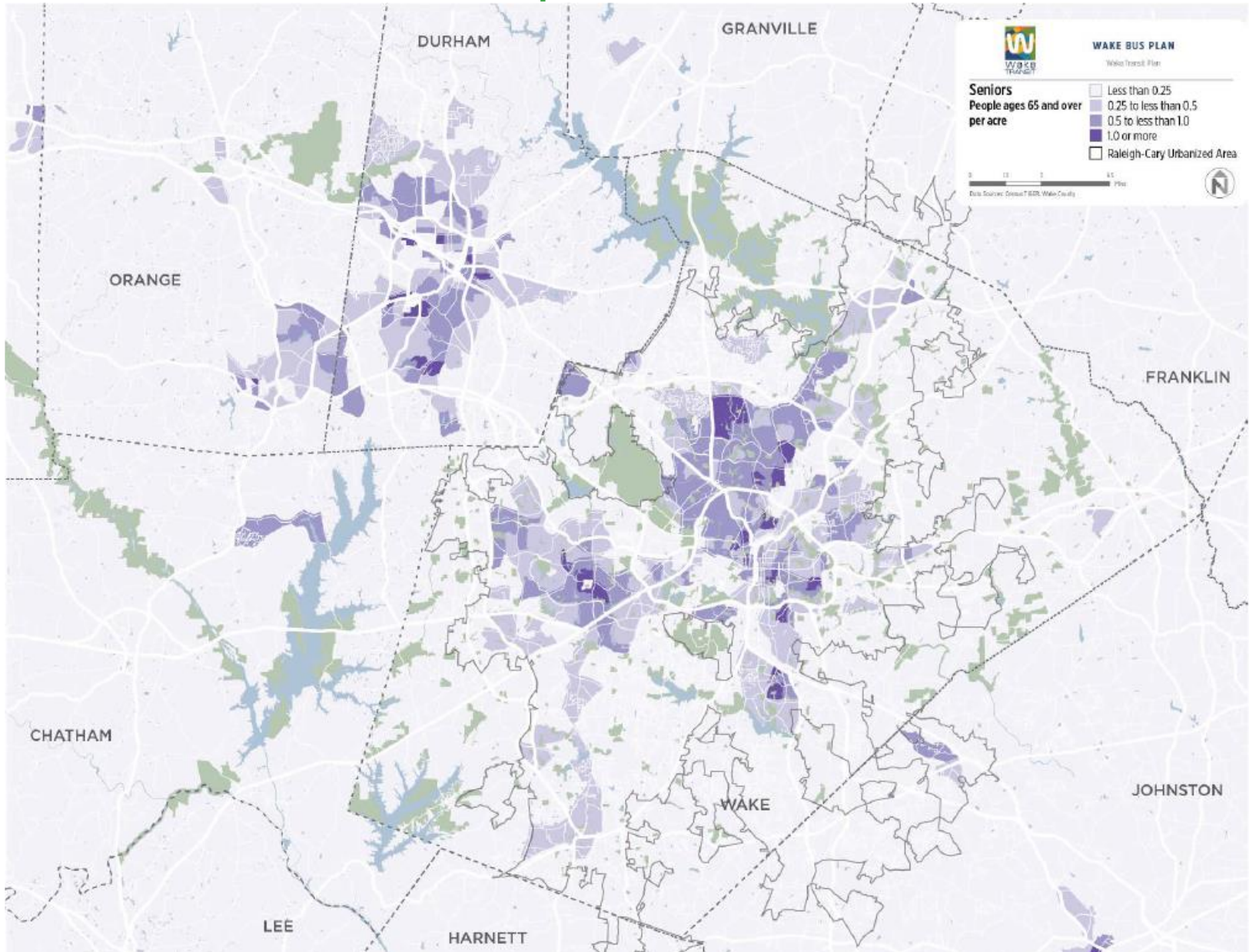## Needs, Opportunities and Challenges

- Service Needs and Gaps
  - More services needed, especially in rural areas
  - Concern about changes to Medicaid program
  - Need to travel across borders
  - Increase ability to reserve and schedule trips

- Opportunities and Challenges
  - Non-Emergency Medical Transportation/ Medicaid changes
  - Sprawl and suburbanization
  - Integration of transit service
  - Wake Transit Plan - service and infrastructure
  - Technology and new modes

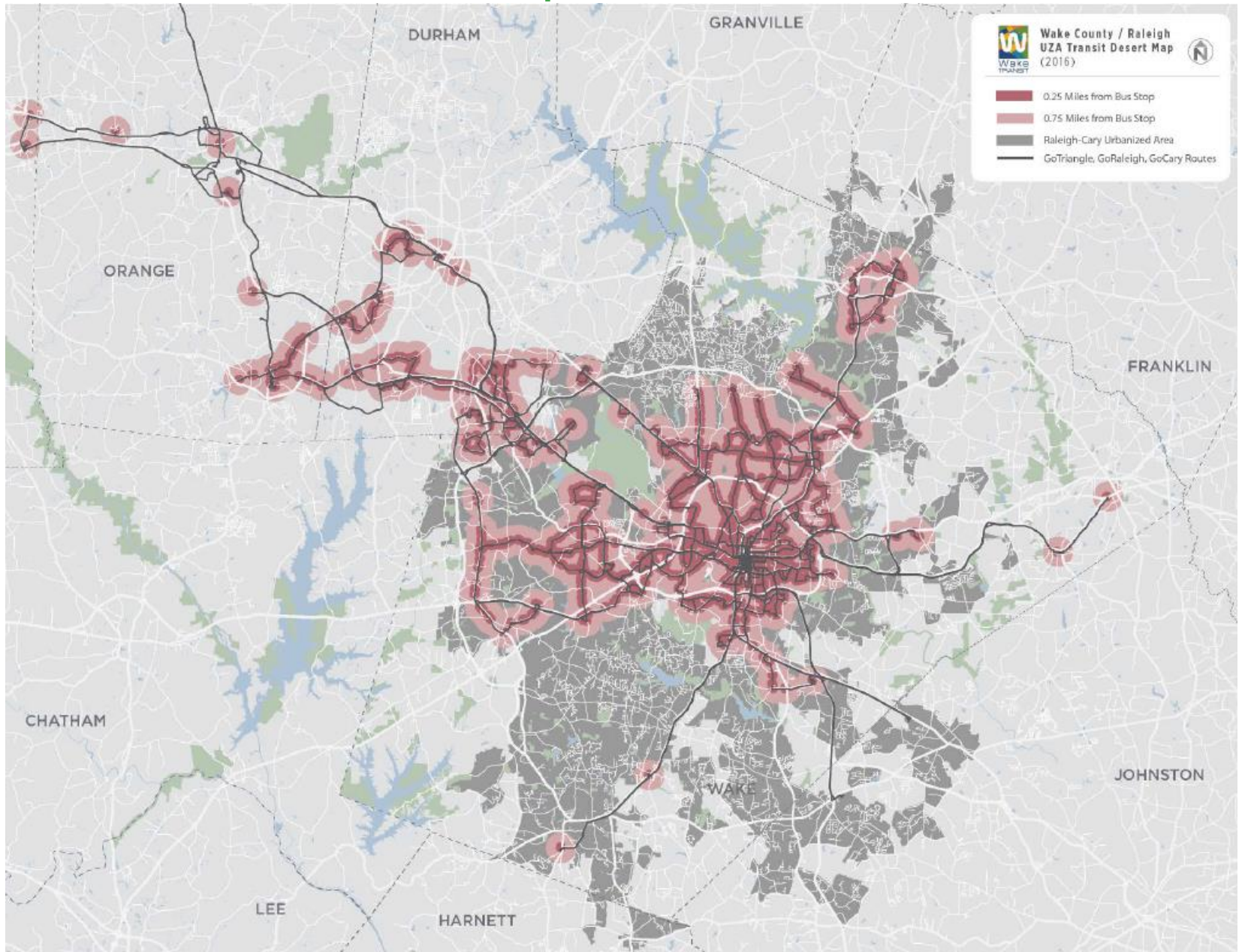# CHSTP Update- **Needs**

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Wake County / Raleigh
UZA Transit Desert Map
(2016)

0.25 Miles from Bus Stop
0.75 Miles from Bus Stop
Raleigh-Cary Urbanized Area
GoTriangle, GoRaleigh, GoCary Routes

CHSTP Update
Draft Recommendations

1. Create Organizational Infrastructure

2. Coordinate ADA policies, Service and Service Delivery

3. Develop Mobility Management Approach for Rural Transportation

4. Lead Emerging Mobility Strategy

5. Prepare for Changes in NEMT/Medical Transportation

Create Coordination Structure

Create Mobility Coordination Committee Responsible for Guiding Implementing of CHSTP

- Report to CAMPO TCC/TPAC

- Responsible for coordinating and making funding recommendations for human service, medical and rural transportation service

  - ADA and demand response services
  - Rural transportation
  - Human service transportation
  - Medical transportation

- Can also serve as Section 5310 project selection committee in future

Develop Consistent ADA Policies and Services

Consistent ADA Policies and Processes for Application, Eligibility and Reservation

- Same application
    - Uniform eligibility process
    - Joint contracting for functional assessment

- Consistent trip reservation systems
    - Shared hours/days to reserve trip
    - Shared reservation policies
    - Shared, consistent technology

- Shared definitions for late cancellation and no shows

- Consistent fares and fare outlets

- Single shared "rider guide" for ADA services in Wake County

Introduce Coordinated ADA Service Delivery

***Start to Create Shared Systems and Programs to Support ADA Service Delivery***

- Develop a passenger travel training program
  - o Encourage use of fixed-route service
  - o Increased opportunity as network grows and more accessible

- Centralized call center
  - o Reduce administrative and management costs
  - o Improve customer service

- Shared scheduling software
  - o Assign trips based on cost and demand
  - o Zone scheduling
  - o Increase customer service and ride sharing

Offer Mobility Management in Rural Communities

Support Rural Transportation Needs with Focused, Hands-on Resources

- Connect individuals & transportation resources
  - One stop "concierge" approach
  - Individualized service with access to technology
- Support Wake Transit Plan
  - Lowest cost mode
  - Encourage use of fixed-route network (travel training)
  - Integrate with Community Funding Areas Program
  - Emerging Mobility
  - Helps prepare for changes in Medicaid NEMT program
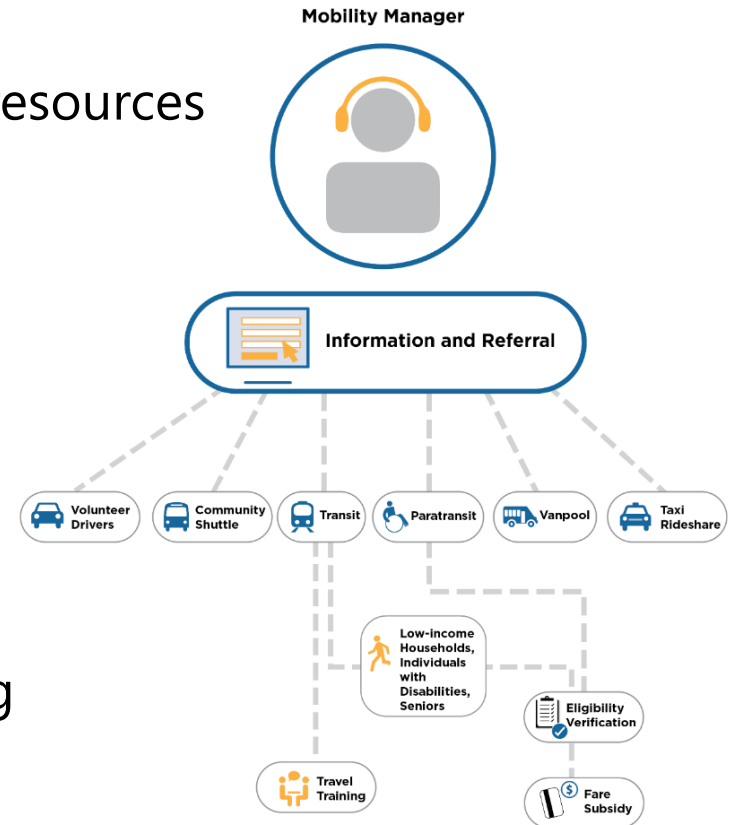
Develop Emerging Mobility Strategy/Policy

Use of Emerging Mobility Providers (Uber and Lyft)

- Emerging mobility has potential to transform demand-response transportation
  - Customers and service providers
  - Lots of questions persist

- Develop regional strategy to address opportunities and challenges
  - Improved customer services
  - Lower cost
  - Federal regulations/requirements for driver screening
  - Affordability and access
  - Integration with fixed-route network

Prepare for Changes in Medicaid NEMT

While There Are Unknowns, the Area's Medicaid Transportation Program Will Change

- Monitor changes in State Medicaid Program
  - Fee for service to managed care
  - Potential impact on community transportation providers and medical transportation
  - Assume need for medical transportation will increase

- Prepare for changes in NEMT/Medicaid transportation
  - Mobility management for rural communities
  - Emerging mobility strategy / policy
  - Fleet changes and funding needs