Human Services Transportation Coordination

Presented by Jo Ann Hutchinson
United We Ride Ambassador-Region 4
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Presentation Outline

• Introduction of Coordination & History of National United We Ride Program

• Coordination Models in the Southeast (Federal Transit Administration Region 4)

• Florida’s History, How They Are Funded and How They Work

• Successes and Recognitions

• Contacts for More Details
United We Ride Began in 2004 as a President’s Executive Order Directing Federal Agencies To:

- Identify Federal statutory and regulatory duplications and barriers to human service transportation coordination
- Simplify customer access to transportation services
- Enhance cost effectiveness of service delivery
- Reduce duplication of transportation services
- Identify useful practices in coordinating human service transportation
- Expand Federal Interagency Coordination Council to work on eliminating barriers
In 2005 Congress Reauthorized the Federal Transportation Law (SAFETEA-LU) Requiring:

• Development of a Locally Developed Coordination Plan with Significant Stakeholder Involvement

• A Definition and Funding Authority for Mobility Management Activities

• Creation of the National Resource Center on Human Service Transportation Coordination Including Creating 10 UWR Ambassadors to Provide States/Communities Assistance in Fulfilling their Coordination Goals

• An Increase in Federal Transit Administration funds (5310, 5311, JARC, New Freedoms Program, Etc.)

• The Ability to Utilize Human Service Contracts As Local Match for the FTA programs Resulting in Enhanced Services

• *The Road to Success Had Arrived!*
Why Coordination?

• Coordination is the key to enhance services to those in need and as a way to use public resources more efficiently, particularly in times of tight budgets.

• The intergovernmental landscape of transportation coordination is complex and fragmented. By one estimate, some 44,000 levels of government are involved in providing or funding transportation. Each has its own laws and regulations to carry out their multitude of responsibilities. In addition, thousands of non-profit agencies, private companies and individuals are involved with providing transportation services to a wide audience of customers and users.

• The General Accounting Office estimated that over sixty (60) federal programs alone have the authority to provide or fund transportation with little coordination among the agencies.
States Have Now Recognized This Picture
Coordination in the Southeast

- Region 4 of the Federal Transit Administration covers the states and/or territories of:
  - Alabama
  - Florida
  - Georgia
  - Kentucky
  - Mississippi
  - Puerto Rico
  - North Carolina
  - South Carolina
  - Tennessee
  - Virgin Islands
Alabama
United We Ride Commission

• Created by Governor’s Executive Order #28

• Chaired/staffed by the Commissioner, Alabama Department of Senior Services

• Members include: State Health Officer of the Department of Public Health, State Superintendent of the Department of Education, Commissioner of the Alabama Medicaid Agency, Commissioner of the Department of Human Resources, Commissioner of the Department of Mental Health and Retardation, Commissioner of the Department of Rehabilitation, Director of the Department of Transportation, Director of the Alabama Department of Economic and Community Affairs, Director of the Governor’s Office of Faith-Based and Community Initiatives, One representative of the Alabama State House of Representatives, One representative of the Alabama Senate, One consumer, One representative of the Office of the Governor, and One At-Large Member appointed by the Governor.
Alabama
United We Ride Commission

- **Achievements to Date:**
- Interagency Collaboration
- Transfer of funding & implementation authority for two FTA programs (Job Access & Reverse Commute and New Freedom)
- Regional coordination plans developed statewide
- Pilot project implemented in Lee & Russell Counties to further local coordination
- Pilot project implemented in West Alabama by the Alabama Tombigbee Regional Commission to further coordination.
- Legislation proposed to create a statutory UWR Commission where it passed in the Senate standing committee but was carried over in the house standing committee. However, a decision was made to continue operating under Governor’s Executive Order 28.
Georgia

• 2010 Legislature created the Georgia Coordinating Committee for Rural and Human Services Transportation of the Governor’s Development Council. The committee will bring together existing state agencies to discuss ways to economize and coordinate among themselves to provide the most cost efficient means to deliver these services.

• Implementation of the new legislation is currently underway.

• For the legislation, go to:

Mississippi

• The Mississippi Department of Transportation takes the lead in ensuring coordination occurs at the local, state and regional levels.

• Annual Coordination Summits have been held for the past four years to bring all the stakeholders together to share their experiences and work on new strategies for the future.

• A working group also meets regularly to collaborate with agencies and others to identify effective practices to promote coordination.

• No legislation has passed but plans are underway to create a structure and dedicated funding to ensure statewide coordination. A study of public transit was authorized by the 2010 Legislature that may provide more opportunities.
North Carolina

• A Governor’s Executive Order (#21) was executed in 1991 that created the North Carolina Human Service Transportation Council to address problems, concerns, and opportunities regarding the provision of human service transportation and to make policy recommendations to the North Carolina Department of Transportation. The Council has been chaired and staffed jointly by the Department of Transportation and the Department of Health and Human Services.

• Local coordinated planning has existed for many years and the State Department of Transportation has Mobility Managers at their regional offices to assist.

• Dedicated State funding is also available in North Carolina.
South Carolina

- Governor’s Executive Order #2009-13 created the South Carolina Interagency Coordinating Council

- The Council will promote interagency cooperation and statewide coordination to cut costs and eliminate waste in current transportation programs

- The Council was created after 2008 legislation from the Mass Transit and Human Services Transportation Programs Study Committee who recommended its creation.

- Nineteen (10) members have been appointed to represent state agencies and others with the Department of Transportation’s Secretary serving as Chairperson. The Governor and the Council’s goals are to seize opportunities to better synchronize existing state government health services with existing transportation programs and even expand transportation services to underserved areas where appropriate.
The Tennessee Department of Transportation takes the lead on statewide coordination and has created and staffed a working group to look at coordination enhancements.

In May 2008, the Tennessee Senate and House of Representatives passed, and the Governor signed, SB 2835, which later became Public Chapter 981. The legislation directed the Tennessee Department of Transportation, Division of Multimodal Transportation Resources to conduct a study to take an inventory of all grants and expenditures for transportation services for populations needing specialized assistance. The 2008 inventory identified eight programs that received or expended specialized transportation funds. In FY 2008 a total of more than $130 million was spent on human service transportation in Tennessee. Of that amount, $84.8 million was from Federal funds, $39.6 million from state funds and $5.9 million from local funds.
Tennessee

• In 2010, a joint resolution was introduced to create a special committee to study the improvement of the delivery and coordination of transportation services by state departments and agencies. The 14 member study committee was comprised of representatives from the Senate, House of Representatives, and seven Departments of Tennessee State Government. The joint resolution passed in the House of Representatives, but failed in the Senate.

• In 2010, the Tennessee State Legislature passed comprehensive legislation to regulate transportation service for all for hire carriers, including those that provide TennCare (Medicaid) transportation. It requires any for-hire carrier, regardless of vehicle size, that provides transportation to (1) carry $1 million in liability insurance, (2) conduct random drug testing, (3) conduct driver physical examinations every two years, and (4) have an annual compliance review/audit done on the company or transit agency. This law will enhance coordination by requiring uniform regulations for all providers.
Puerto Rico & the Virgin Islands

- Efforts are underway in these areas to identify strategies to better coordinate transportation services.

- Tremendous needs exist for all the populations with some services in place.

- No interagency coordination group is in place, however, this is being discussed.
Florida’s Program

- Administered by the Florida Commission for the Transportation Disadvantaged – Just Celebrated 30 Years of Success
Florida’s Mission and Board Structure

Mission:
To ensure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons.

Membership
7 Voting Members
- 5 members who must have significant experience in the operation of a business.
- 2 members must have a disability and use the transportation disadvantaged system
- Chairman of the CTD is appointed by Governor

8 Ex Officio, Nonvoting Advisors
- Secretary of Transportation
- Secretary of Children and Families
- Director of Workforce Innovation
- Executive Director of the Dept. of Veteran’s Affairs
- Secretary of Dept. of Elder Affairs
- Secretary of Agency for Health Care Administration
- Director of Agency for Persons with Disabilities
- County Manager or Administrator (appointed by the Governor)
Who They Represent

Florida’s Transportation Disadvantaged Are Defined As:

*Those persons who because of physical or mental disability, income status, age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes. (Chapter 427, Florida Statutes)*
Florida’s History

• 1970’s – Voluntary coordination by State DOT & Human Service Agency – Little or no transportation available in rural areas & no dedicated funds for transportation

• 1979 - 1989 - Coordination legislation enacted, Coordinating Council created, Assessments done on funding levels, services, providers & unmet needs, Coordinated Providers selected at county or multi-county area to carry out legislation

• 1989- Legislature created Independent Commission, Transportation Disadvantaged Trust Fund, Local Coordinating Boards and program expansion

• 1990’s- All 67 counties had access to coordinated services

• 1994, 2003 & 2009, 2011-Legislature Increased the TD Trust Fund

• 2004- Medicaid transfers non-emergency transportation administration to Commission
How the Program Works

Metropolitan Planning Organization or Other Designated Planning Agencies Outside MPO Recommend a Community Transportation Coordinator (CTC) to the Commission

Commission Approves or Denies CTC

Commission Contracts with the local CTC

CTC can provide or must arrange for transportation services for agency clients and others that are transportation disadvantaged

CTC also manages Medicaid trips – If CTC opts out, the CTD does a competitive procurement for the Medicaid service (10 of 67 counties have declined to coordinate these trips)
How the Program Works

• Local Coordinating Boards (LCB) are chaired by an elected official to provide local oversight of the CTC, review funding requests, approve rates proposed for services, hold public hearings, hear grievances and more.

• Metropolitan Planning Organizations and other planning entities outside of MPO staff LCBs, carry out the CTC competitive procurement process to select the CTC, and develop local coordinated plans in coordination with the CTC.
## Coordinated Transportation Program Funding

- **Commission TD Funds** - $38,076,368 (11%)
- **Florida DOT** - $22,046,536 (6%)
- **Agency for Persons with Disabilities** - $20,793,691 (6%)
- **Medicaid Agency** - $45,037,364 (13%)
- **Department of Education** - $7,482,239 (2%)
- **Department of Elder Affairs** - $8,462,469 (2%)
- **Other Federal/State** - $20,751,053 (6%)
- **Local Government** - $158,152,751 (45%)
- **Local Non-Government** - $34,429,982 (10%)

- **Total Revenues** - $355,232,453

*Source: CTD 2009 Annual Operating Report*
Coordinated System Results for 2009

- 819,500 Passengers Transported
- 51,631,703 Total Coordinated Trips Provided
- 9,175,834 Employment Trips Provided
- 15,212,018 Medical Trips Provided (Includes NEMT)
- 134,871,348 Total Miles Driven
- 7,929 Employees Statewide

Source: CTD 2009 Annual Operating Report
Medicaid Non-Emergency - 2009 Results

- Medicaid Annual Funding: $64,429,422
- Bus Pass Trips: 83,838
- Commercial Air Trips: 15
- Multi-Load Vehicle Trips: 1,156,599
- Private Volunteer Trans. Trips: 337
- Public Trans. Trips: 570,017
- Stretcher Trips: 59,386
- Wheelchair Trips: 460,154
- Total Trips: 2,330,346
- Unduplicated Pass. Head Count: 74,027
- Total Miles: 25,641,527

*Source: CTD 2009 Annual Operating Report*
More Needs Than Resources

- 1,057,419 trips were denied in FY 08/09
- 55,533 Employment Trips not provided
- 30,689 Medical Trips not provided
- 44,123 Education/Training Trips not provided
- 734,459 Life Sustaining/Other

- Note: A good accountability tool for seeking additional funds

- Source: CTD 2009 Annual Operating Report
Successes

• Independent Assessment conducted for the Medicaid Agency showed the coordinated system saved **$41 million** to the State of Florida (Fiscal Year 2002)

• In 2004 Medicaid non-emergency transportation was transferred to the CTD to administer and it continues to be successful!

• FSU Return on Investment Study conducted for the CTD revealed the coordination program overall generated a 835% return or $8.35 for each dollar invested in the program. For medical trips alone, the study revealed a 1108% payback to the state or $11.09 return on each dollar expended. For complete study, go to [www.myflorida.com/ctd](http://www.myflorida.com/ctd)

• Legislation passed creating a dedicated TD Trust Fund by an initial license tag fee of 50 cents and later increased to $1.50.

• Legislation passed allowing voluntary dollars can be donated when tag registrations are renewed
Successes

• Legislation passed providing a portion of disabled parking fees go to the TD Trust Fund.

• Legislation passed allowing a portion of DOT’s Public Transit Block Grant go to the TD Trust Fund.

• Legislation passed requiring $6 million of State Transportation Trust Fund monies be transferred to the TD Trust Fund (2003). An additional $5 Million was approved for 2011 to be transferred from the Department of Highway Safety and Motor Vehicles.

• Legislation passed allowing coordinated system to participate in state risk management pool.

• Legislation passed allowing coordinated systems and their contracted operators to pay only a small processing fee for all registration of system vehicles.
Recognitions

• 2004- Recipient of Federal Transit Administration “State Leadership Award”

• 2000 & 2004- Community Transportation Association of America State Recognition

Closing

• Successful models across the region and country happen because of these factors:

  • State Legislative Leadership and Support
  • Support by Locally Elected Officials
  • Statewide and Local Advocacy
  • Agency Partnerships Who Are Committed To Sharing Resources
  • Stakeholder and Consumer Input
  • Dedicated State and Local Funding
  • Ongoing Coordinated Planning and Implementation
  • Documented Results for Cost Savings or Containment
  • Coordinator and Provider Oversight
  • Program Accountability
  • Uniform Safety Standards and Oversight

• **Most Important**: Coordination Improves the Quality of Life for our Citizens!
State Coordination Contacts

**Alabama**
Irene Collins, Commissioner of Aging
Department of Senior Services
770 Washington Avenue, Suite 470
Montgomery, AL 36130-1851
334.242.5743
Irene.Collins@adss.alabama.gov
http://www.unitedweridealabama.com/info.cfm

**Florida**
Bobby Jernigan, Executive Director
Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Fl 32399
850.410.5706
BobbyJernigan@dot.state.fl.us
www.myflorida.com/ctd

**Georgia**
John Keys
JKeys Solutions, LLC
johnkeys12@bellsouth.net
404.486.3686
State Coordination Contacts

**Kentucky**
Vickie Bourne, Executive Director
Kentucky Transportation Cabinet
Office of Transportation Delivery (OTD)
502.564.2058
Vickie.bourne@ky.gov
http://transportation.ky.gov/transportationdelivery/CTAC

**Mississippi**
Charles Carr, Administrator
Mississippi Department of Transportation
Public Transit Division
401 N. W. Street, Mail Code 61-01
Jackson, MS 39215
601.359.7800
ccarr@mdot.state.ms.us

**North Carolina**
Miriam Perry, Director
Public Transportation Division
North Carolina Department of Transportation
1550 Mail Service Center
Raleigh, NC 27699-1550
919.733.4713, Ext. 243
mperry@dot.state.nc.us
State Coordination Contacts

**South Carolina**
Diane Lackey, Statewide Programs Development Manager
South Carolina Department of Transportation
Division of Mass Transit
955 Park Street, Room 201
Columbia, SC  29202
803.737.0146
LackeyDM@dot.state.sc.us

**Tennessee**
Sherri Carroll, Assistant Director of Operations
Public Transportation Division
Division of Multimodal Transportation Services
Tennessee Department of Transportation
James E Polk Bldg., Suite 1800
505 Deaderick Street
Nashville, TN  37243
615.253.1043
Sherri.Carroll@state.tn.us
All Ambassador Contacts

• The United We Ride Ambassadors provide states and territories with hands-on technical assistance in the development and implementation of coordinated human service transportation plans. The Ambassadors also work to build awareness among decision-makers, service providers, and consumers on key issues related to human service transportation and coordination, including those requirements and opportunities created by SAFETEA-LU. Ambassadors and their regional areas are listed below and can be contacted for assistance:

• **Beverly Ward**, Ph.D. at ward@ctaa.org
  Ambassador, Region I: Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, and Vermont
  Telephone: 202.299.6597 or toll free 800.891.0590 x735

• **James McLary**, P.E., L.S. at mclary@ctaa.org
  Ambassador, Region II: New York New Jersey, and Virgin Islands
  Telephone: 202.247.7056 or Toll free 800.891.0590 x709
All Ambassador Contacts

• **Rex Knowlton**, CCTM at knowlton@ctaa.org
  Ambassador, Region III: Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia
  Telephone: 202.247.1390 or Toll-free: 800.891.0590 x728

• **Jo Ann Hutchinson** at hutchinson@ctaa.org
  Ambassador, Region IV: Alabama, Florida Georgia, Kentucky, Mississippi, North Carolina, Puerto Rico, South Carolina, and Tennessee
  Telephone: 202.415.9699 or Toll-free: 800.891.0590 x730

• **Roland Mross** at mross@ctaa.org
  Ambassador, Region V: Indiana, Illinois, Minnesota, Michigan, Ohio, & Wisconsin
  Telephone: 202.243.9165 or Toll-free: 800.891.0636 x723

• **Dan Dirks** at dirks@ctaa.org
  Ambassador, Region VI: Texas, New Mexico, Arkansas, Oklahoma & Louisiana
  Telephone: (202) 280-4904 or Toll-free: 800.891.0636 x739
All Ambassador Contacts

- **Margi Ness** at ness@ctaa.org
  Ambassador, Region VII: Iowa, Kansas, Missouri, and Nebraska
  Telephone: 202.247.1966 or Toll-Free: 800.891.0590 x737

- **Jeanne Erickson** at erickson@ctaa.org
  Ambassador, Region VIII: Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming
  Telephone: 202.294.2082 or Toll-free: 800.891.0590 x 738

- **David Cyra** at cyra@ctaa.org
  Ambassador, Region IX: Arizona, California, Hawaii, Nevada, Guam, American Samoa and Northern Marianas
  Telephone: 202.247.5364 or Toll-Free: 800.891.0590 x713

- **Barbara Singleton** at singleton@ctaa.org
  Ambassador, Region X: Alaska, Idaho, Oregon, and Washington
  Telephone: 202.299.6594 o Toll-Free: 800.891.0590 x715
Any Questions?
Thank You & United We Ride!