Mobility Services for All Americans Initiative
Coordination on a Shoestring
August 26, 2009
Bryan D. Smith
Portage Area Regional Transportation Authority
Presentation Outline

- Project Area Overview
  - Demographics
  - History
  - Existing Structure

- Coordination: The Old vs. The New

- Funding

- Getting the Ride

- Getting the Data

- Open Discussion/Questions
Background

- Portage and Geauga Counties
  - Northeastern Ohio, central to Cleveland, Akron, Canton and Youngstown
  - Portions of two counties are suburbs for larger communities
  - Travel between counties on State highways
  - Significant local interest in coordinated service delivery
  - Currently no inter-county trips or shared resources between counties
Background (cont.)

- **PARTA** Service Area Statistics
  - 507 Square Miles, Population of 152,061 (2000 census)
  - Sales tax levy generates 50% of the operating revenue
  - 5 cities (51% of population), 7 villages and 18 townships
  - 7.4% of all one person households include a resident that is 65 years or older
  - 9.3% of population below poverty line (5.7% over 65 years)
  - 14.4% of population has a disability

- **PARTA**’s Services
  - 8 human service transportation contracts
  - Countywide demand response
  - Fixed route (including service to Cleveland and Akron)
Background (cont.)

- **Geauga County Statistics**
  - 408 square miles, Population of 94,602 (2000 census)
  - Funded through Geauga County Board of Commissioners
  - 1 city (Population 5,000), 4 villages, 2 unincorporated, 16 townships
  - 6.9% of all one person households include a resident that is 65 years or older
  - 4.6% population below poverty line (5.1% over 65 years)

- **Geauga County Transit Authority**
  - 20 human service transportation contracts
  - Countywide Demand Response
  - Currently No Fixed Route
Existing ITS Architecture

- Trapeze PASS for demand response automated scheduling and dispatching for ADA service (4 years) at both agencies
- **PARTA** has additional technology:
  - Fixed Route Scheduling & Runcutting
  - Operation Management
  - AVL and GIS mapping for fleet
  - Mobile Data Computers
- State controls 511—not currently running
- 211 for Human Service Information in both counties
Related concurrent initiatives/activities

- Related Projects:
  - Ohio Transportation Partnership
  - Ohio Coordination Grant Program
  - Specialized Transportation Program
  - AMATS Area Coordinated Public Transit Human Service Transportation Plan
  - NOACA Coordinated Transportation Plan
  - Job Access and Reverse Commute and New Freedom Grant Application for the AMATS Area
  - Addition of a Director of Mobility Management to PARTA Staff
Presentation Outline

- Project Area Overview
  - Demographics
  - History
  - Existing Structure
- Coordination: The Old vs. The New
- Funding
- Getting the Ride
- Getting the Data
- Open Discussion/Questions
Project Overview

- **Why Coordinate?**

  - Medicaid Program
  - Development Disabilities
  - Temporary Assistance for Needy Families
  - Family Assistance
  - Medicare & Medicaid Svcs
  - Children & Families
  - Aging
  - Health Resources & Services
  - Head Start
  - Assistant Secretary Planning Evaluation
  - Disability Services Administration
  - Special Ed
  - Transportation
  - Rural Transit Operators
  - Urbanized Grant
  - Program
  - Rural Grant Program
  - National Highway Traffic Safety Administration
  - Departmental Office of Civil Rights
  - Federal Transit Administration
  - Assistive Technology Program
  - Job Access Reverse Commute Program
  - Health and Disability Program
  - Family Assistance Block Grant
  - Area Agency on Aging
  - Office of the Secretary
  - Educational Services
  - Office of Special Education Programs
  - Education
  - Centers for Independent Living
  - Rehabilitation Services Administration
  - Federal Agencies & Grant $s
  - State Governors & Cabinet Secretaries
  - Local Government
  - Office of Disability Employment Policy
  - Employment Training Agency
  - Labor
  - Health
  - Family
  - Social Security Administration
  - Children's Bureau
  - Union Transportation Authority
  - Rural Transit Operators
  - Private Paratransit
  - Private Taxi
  - ADA Paratransit
  - Urbanized Grant Program
  - Federal Transit Administration
  - Head Start
  - Local Transportation Authority
  - Medical Transit Provider
  - Private Paratransit
  - Shopping
  - Recreation
  - Employment
  - Independence
  - Health Care
  - State Governors & Cabinet Secretaries
  - Federal Agencies & Grant $s
  - Local Government
  - Office of Disability Employment Policy
  - Employment Training Agency
  - Labor
  - Health
  - Family
  - Social Security Administration
  - Children's Bureau
  - Union Transportation Authority
  - Rural Transit Operators
  - Private Paratransit
  - Private Taxi
  - ADA Paratransit
  - Urbanized Grant Program
  - Federal Transit Administration
  - Head Start
  - Local Transportation Authority
  - Medical Transit Provider
  - Private Paratransit
  - Shopping
  - Recreation
  - Employment
  - Independence
  - Health Care
Why will Coordination be different now?

Shared Resources
The old paradigm

VS.

Shared Access
The new paradigm
What the Stakeholders Told Us:

- **Vision**
  - To apply innovative transportation policies and technologies to enhance the provision of human service transportation & to reduce client's need for continuing human service support

- **Goals**
  - Provide regional access for employment, healthcare, education & training through the brokerage of transportation resources
  - Deliver services efficiently
  - Respond to special community needs
  - Use transportation & access as a tool to reduce an individual's future need for human service support
  - Remove arbitrary programmatic barriers
Presentation Outline

- Project Area Overview
  - Demographics
  - History
  - Existing Structure

- Coordination: The Old vs. The New

- Funding
  - Getting the Ride
  - Getting the Data

- Open Discussion/Questions
Funding

- JARC
- New Freedom
- Ohio Coordination
- Vendor Match
- MSAA
- RTA commitment

Geauga County Transit

serving the public transit needs of Geauga County, Ohio
OTTO’s Homepage: www.neotto.org
Presentation Outline

- Project Area Overview
  - Demographics
  - History
  - Existing Structure

- Coordination: The Old vs. The New

- Funding
  - Getting the Ride
  - Getting the Data

- Open Discussion/Questions
We have clients with transportation needs.
This process is complete in the amount of time it takes to make a telephone call.

| Ride needed | Contact | Input | Search | Display | Picked | Booked | Confirmed | Ride Provided! |

A single point of access allows the caller to get their ride without having to reach multiple providers.
Presentation Outline

- Project Area Overview
  - Demographics
  - History
  - Existing Structure
- Coordination: The Old vs. The New
- Funding
- Getting the Ride
- Getting the Data
- Open Discussion/Questions
Driver confirms service using on-board computer

Ride Provided
From ride provided to ride accounted and paid for in record time!

This automated process reduces the wait time from duplicate data entry. Straight from the vehicle to the desk of the approving entity.
OTTO Family of Services

• Information (Real time, accurate, and useful)
• Reporting
• Automatic Billing
• Cooperative Purchasing (potentially)
• Supplier of IT infrastructure (On-board computers)
• Standard Setting Body (cooperatively determined)
• Travel Training

Cafeteria-style selection—pick what works for you…
EMA and OTTO can work together to protect those most in danger.
EMA and OTTO can work together to protect those most in danger.
Staged Implementation Approach

Stage Three
- Mobile Data Terminals
- Customer Web Booking
- Automated Phone Response
- Electronic Fare Cards
- Phases and Partners added as funds allow
- Go Live with TMCC
- Refine TMCC Design
- Partners Pilot TMCC
- Software and Hardware Install
- TMCC Software Development
- Partner Work Sessions and Data Collection

Stage Two

Stage One
Presentation Outline

- Project Area Overview
  - Demographics
  - History
  - Existing Structure

- Coordination: The Old vs. The New

- Funding

- Getting the Ride

- Getting the Data

- Open Discussion/Questions