Identifying Transportation Solutions to Improve Access to Economic Opportunities

April 30, 2019
Housekeeping Items

- Ask questions anytime using the chat feature
- Webinar recording & PPT slides will be available next week at: https://nationalcenterformobilitymanagement.org/webinars/
- Unable to listen through your computer speakers? Dial: 1-888-363-4749 Code: 3416870#
  - Don’t put us on hold
  - Mute your phone until you want to ask a question
Agenda

- Welcome - Administration for Children and Families (ACF), Angela Green and Erica Fleischer
- Coordinating Council on Access and Mobility (CCAM): What’s happening at the National level - Federal Transit Administration (FTA), Danielle Nelson
- Innovation across FTA - Region 5, Susan Weber & FTA 7, Cathy Monroe
- Overview of Mobility Management as a Solution - National Center for Mobility Management (NCMM), Judy Shanley
- Ohio Statewide Mobility Management - Ohio DOT, Olivia Hook
- Iowa Statewide Mobility Management - Iowa DOT, Jeremy Johnson-Miller
- Q & A
ACF Policy Priorities

- Promotion of work and self-sufficiency
- Promoting fatherhood in human services
- Focus on early childhood education programs
- Primary prevention in child welfare
- Data and interoperability
- Removing barriers, streamline processes and reduce duplication
Coordinating Council on Access and Mobility (CCAM)

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April 30, 2019
Coordinating Council on Access and Mobility (CCAM)

**Mission**

The CCAM issues policy recommendations and implements activities that improve the **availability**, **accessibility**, and **efficiency** of transportation for the following targeted populations:

- People with Disabilities
- Older Adults
- Individuals of Low Income

**History**

The CCAM is an interagency partnership established in 2004 by **Executive Order 13330** to coordinate the efforts of the federal agencies that fund transportation for targeted populations.

**Organization**

- DOT Secretary
- HHS Secretary
- ED Secretary
- DOL Secretary
- VA Secretary
- USDA Secretary
- HUD Secretary
- DOI Secretary
- Attorney General
- SSA Comm’r
- NCD Chair
## What federal programs fund transportation?

Below is a sample of the 80+ federal CCAM programs, that may fund transportation services for people with disabilities, older adults, and/or individuals of low income.

<table>
<thead>
<tr>
<th>Department of Health and Human Services (HHS)</th>
<th>HHS/Administration for Children and Families (ACF) Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Children’s Health Insurance Program (CHIP)</td>
<td>• Transitional Living Program for Homeless Youth</td>
</tr>
<tr>
<td>• Medicaid</td>
<td>• Native Employment Works</td>
</tr>
<tr>
<td>• Block Grant for Community Mental Health Services</td>
<td>• Chafee Foster Care Program for Successful Transition to Adulthood</td>
</tr>
<tr>
<td>• Centers for Independent Living (CILs)</td>
<td>• Community Services Block Grant Discretionary Awards</td>
</tr>
<tr>
<td>• Older Americans Act (OAA) programs</td>
<td>• Temporary Assistance for Needy Families</td>
</tr>
<tr>
<td>• Health Center Program</td>
<td>• Refugee and Entrant Assistance State/Replacement Designee Administered Programs (Transitional and Medical Services and Social Services Formula Grants Only)</td>
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<tr>
<td></td>
<td>• Refugee and Entrant Assistance - Voluntary Agency Programs (Matching Grants Only)</td>
</tr>
<tr>
<td></td>
<td>• Community Services Block Grant</td>
</tr>
<tr>
<td></td>
<td>• Refugee and Entrant Assistance - Discretionary Grants (Refugee Health Promotion, Targeted Assistance and Social Services Discretionary Grants Only)</td>
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<tr>
<td></td>
<td>• Refugee and Entrant Assistance - Wilson/Fish Program</td>
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<tr>
<td></td>
<td>• Head Start</td>
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<tr>
<td></td>
<td>• Social Services Block Grants</td>
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<tr>
<td></td>
<td>• Child Care and Development Fund (CCDF)</td>
</tr>
<tr>
<td></td>
<td>• Promoting Safe and Stable Families</td>
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</tbody>
</table>

### Did you know?

If an organization receives funding from one of these programs, a portion of the funds may be used for transportation services.

Funding recipients may collaborate across these federal programs to provide more transportation options for the community.
Coordinated transportation fosters:

**Availability and Accessibility**

Provide more transportation options by streamlining policies and encouraging collaboration.

**Efficiency**

Share resources, save funds, and reduce redundancy within the 80+ federal programs that fund transportation.

**Innovation**

Improve customer service by developing and implementing future transportation models.

Destination Coordination: Access for All Americans

Coordinated transportation ensures that otherwise underserved populations, such as people of low income, older adults, and people with disabilities, are able to contribute to their community and the economy and lead healthy, productive lives.
## 2018 CCAM State Focus Group Findings

The barriers to transportation coordination reported by focus group participants are organized into barrier categories. The following barriers emerged across a majority of focus group sessions and stakeholder groups as the most prevalent barriers to coordination.

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited Awareness</td>
<td>A lack of awareness of the federal funding sources available for human service transportation, the policies that enable transportation coordination, and/or the community’s transportation options for targeted populations</td>
</tr>
<tr>
<td>Unengaged Stakeholders</td>
<td>Challenges associated with establishing and maintaining the organizational and community partnerships necessary to pursue transportation coordination</td>
</tr>
<tr>
<td>Program Restrictions</td>
<td>Reporting obligations, eligibility criteria, trip purpose restrictions, and other program rules that make it difficult to coordinate across different transportation programs</td>
</tr>
<tr>
<td>Insufficient Incentives</td>
<td>A lack of incentives or financial motivation for human service providers to pursue transportation coordination initiatives</td>
</tr>
<tr>
<td>Limited Federal Guidance</td>
<td>An absence of the federal guidance that states and local communities need to coordinate transportation in compliance with federal law</td>
</tr>
</tbody>
</table>
Is Coordination Happening?

The National Center for Mobility Management (NCMM) conducted a survey to gather input from local stakeholders and to inform the strategic direction of the CCAM.

The NCMM survey:

- Was designed to identify **promising practices, barriers, and challenges** around coordinated transportation
- Reached **200 individuals** who work at transportation and human services organizations that receive HHS funding\(^1\)
- Was conducted from **June to November 2018**

The next slides analyze a selection of the survey questions, considering only the responses from respondents who receive HHS funding.

\(^1\)A total of 549 respondents completed at least part of the survey. During the data cleaning process, 22 responses were removed due to incomplete or low-quality responses. 527 respondents were included in the final overall analysis.

Note: The percentages in the figures throughout this report may not add to 100% due to rounding.
Figure 1: Transportation Coordination Activities

Question: Does your organization or its grantees participate in the following transportation coordination activities? Select all that apply.

- Participate in state, regional, or local coordinating councils: 44%
- Participate in coordinated transportation plan development: 42%
- Sharing transportation data across organizations: 29%
- Grouping trips among constituents served by your organization: 27%
- Combining federal funding sources to cover transportation costs: 17%
- Joint application for grants: 14%
- Shared driver training between two or more agencies: 14%
- Grouping trips with beneficiaries of other programs/organizations: 13%
- Cost-sharing arrangements with other programs/organizations: 11%
- Sharing vehicles across organizations: 9%
- Sharing information technology solutions across organizations: 7%
- Shared vehicle maintenance between two or more agencies: 6%
- Sharing staff: 4%
- Other: 9%
- None of the above: 29%

Key Takeaway: HHS-funded respondents most frequently participate in coordinating councils, but a significant number do not participate in any transportation coordination activity.
Figure 2: Availability

Question: Please indicate the level to which you agree or disagree with the following statements:

- Lack of transportation prevents people from accessing services provided by my organization or my organization’s grantees
  - Strongly disagree: 7%
  - Disagree: 27%
  - Neither agree or disagree: 8%
  - Agree: 35%
  - Strongly agree: 62%

- There are enough transportation options available in my region to meet the transportation needs of my constituents
  - Strongly disagree: 51%
  - Disagree: 35%
  - Neither agree or disagree: 8%
  - Agree: 0%
  - Strongly agree: 0%

Key Takeaway: Almost all HHS-funded respondents believe that their communities lack sufficient transportation services and options, impeding access to HHS-funded services.
The Coordinating Council on Access and Mobility (CCAM) directed the development of an Advancing Mobility Management Course offered by the National Transit Institute (NTI). The new 2-day course aims to improve coordination between transit and non-traditional stakeholders. The interactive course highlights community partnerships that improve coordination and helps participants identify new partners to expand networks and resources. The course is free for public transit and government agencies.

2019 Courses:
February 4-5, 2019 – Stockton, CA  
April 23-24, 2019 – Des Moines, IA  
May 8-9, 2019 – Charleston, WV  
June 11-12, 2019 – Anchorage, AK

*2020 Course Dates TBD – one course will be offered at the Minnesota DOT in St. Paul, MN

The course is designed to build the capacity of community professionals to implement and scale up mobility management strategies and initiatives, and expose participants to promising practices in the field.

Register: www.ntionline.com/advancing-mobility-management
Susan (Region 5) & Cathy (Region 7)
Region 5

https://www.rtachicago.org/rider-resources/accessible-transit/videos-rta-mobility-management-program
Region 7

• Kansas City Area Transportation Authority
  o RideshareKC's mission is to increase mobility and reduce congestion by providing information on and promoting commuter transportation services
  o RideKC Freedom On-Demand - Kansas City’s app-based, same-day transportation service.

• Bi-State Development Agency – St. Louis, MO
  o Link Market - Fresh Food Kiosks at Metro Stations
    • Partners: Missouri Dept. of Health & Bi-State Development Agency
    o Program aimed at offering healthy items to residents of so-called food deserts.
  o Links 2 Health - Accessing Rides to Community Healthcare
    • Partners: St. Louis Dept. of Public Health & Bi-State Development Agency
    o Utilizing public health mobile clinics at public transit station to bridge silos & health care for public transit riders along their route.
  o MetroMarket Bus - Mobile Farmer’s Market
Mobility Management as a Solution

- Judy L. Shanley, Ph.D.
- Asst. VP, Education & Youth Transition
- Easterseals Director, National Center for Mobility Management
Mobility Management: Creating a Platform for Innovation

- Coordinated approach to designing and delivering transportation service
- Opportunity to implement coordinated transportation plans
- Customer driven
- Creates a network—public transit, private operators, cycling and walking, volunteer drivers.
- Deliver the transportation options that best meet the community’s needs based on needs and data
Mobility Management is...

BOOTS ON THE GROUND
What is Going on Nationally?
NCMM State of the States Report

Figure 1. Factors That Facilitate Coordination in Mobility Management Networks

Primary
Coordinator at the state level
Strategic collaboration with other agencies and initiatives (could be at local, regional, state, or federal level)
Effective communication among network leaders and members

Secondary
Technical expertise valued by member agencies and shared in timely and relevant ways
Favorable policy climate
Use of performance measures for continuous quality improvement
Sufficient funding and/or volunteer capacity

Tertiary
Members see collaboration as in the best interest of users
Positive relationship with state DOT (past or present)
Targeted state-level legislation
Increased awareness for purposes of recruiting more network members

Schlossberg, based on Mattessich & Monsey
Building a Statewide Network

NCMM Mobility Management: State of the States Report

- Reached out to 49 state-level professionals
- Thirty states responded – 21 completed survey
<table>
<thead>
<tr>
<th>Has Statewide Network</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td></td>
<td>67%</td>
</tr>
<tr>
<td>No Statewide Network</td>
<td>6</td>
<td>29%</td>
</tr>
<tr>
<td>I Don't Know</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>
What Statewide Networks Look Like

- Geographic scale
- Lead agency – DOTs
  - 8 indicated they were aligned with state coordination efforts
- Establishing agency – mostly DOTs
- Funding sources
  - Mix – state funding & member organizations
- Sixty-seven percent of networks > 10 members
- 5 out of 14 had performance measurement plans for mobility managers; Only one had a performance measurement plan for network.
Figure 5: Does the Mobility Management network conduct any of the following external activities in its ongoing work? (Select all that apply.)

- Developing informational materials or products to inform others
- Providing programmatic support for Section 5310 and/or 5311 programs
  - Supporting or coordinating partnerships to provide technology (mobile applications, etc.), information, or services
- Identifying transportation needs and offering options for improved services
- Developing policy, advocating, or lobbying for improved mobility management and/or accessible transportation
- Hosting Events, including state transit association conferences or meetings
- Conducting training and professional development for other mobility professionals

Source: Question 1B, Mobility Management State of the States Survey
Of those communities being served by mobility managers, we can systematically prove that the community has a greater acceptance of public transit, and stronger knowledge of services available.

Nevada DOT
The mission of the National Center for Mobility Management (NCMM) is to facilitate communities to adopt transportation strategies and mobility options that empower people to live independently and advance health, economic vitality, self-sufficiency, and community.

www.nationalcenterformobilitymanagement.org
Tap into Resources

National Center for Mobility Management

National Aging and Disability Transportation Center

Rural Transit Assistance Program

ACL Inclusive Transportation Partnerships

Shared-use Mobility Center
If you always do what you’ve always done, you’ll always get what you’ve always got.

In Fierce Conversations, By Susan Scott
Thank you...
Ohio Mobility Management

Olivia Hook
ODOT Statewide Mobility Coordinator
Provide Transportation Information

Pike County Mobility Management

Providing mobility options for:
- Senior Citizens
- Developmentally Disabled
- Low-Income
- And others!

FIND A RIDE
1-800-653-7723
We Can Help You Find A Ride!
Call 1-800-653-7723
Serving the following Counties:
- Auglaize
- Allen
- Hancock
- Hardin
- Putnam
- Mercer
- Van Wert

CALL CENTER HOURS
7:00 AM - 5:00 PM, MONDAY - FRIDAY
Our trained staff is eager to help during
our center hours. Call transportation
options can be found 24-hours a day on
our website.

AAA3.org
Connect individuals with programs

Local Programs
✓ Senior Centers

Senior Corps
American Cancer Society
AARP
Driver Safety
Department of Veterans Affairs
Easterseals
Corporation for National & Community Service
Cohhio Coalition on Homelessness and Housing in Ohio
Ohio Department of Medicaid
United Way
Ohio Means Jobs
CARFIT
Helping Mature Drivers Find Their Safest Fit
MOBILITY MANAGEMENT: Current

In Ohio:

• 29 Ohio Mobility Managers
• 24 Rural and 5 Urban
• 11 Covering Multiple Counties
What If there are no transportation options?

Making an impact in the community
Locally Developed Human Service Transportation Coordinated Plans

- Demographics
- All transportation providers
- Community Needs from surveying the public and public meetings
- FTA requires this process to include elderly and persons with disabilities
- The plan cannot be done behind closed doors, must involve public participation
- Create achievable short term and long term solutions to resolve the unmet needs
- Is a requirement for mobility management and STP funding

Assessment of local information including:
Get involved in your local plans

- Contact your local mobility manager
- If you do not have a mobility manager, search for your county lead agency on the ODOT website
- Contribute at public meetings and plan surveys
Locally Developed Human Service Transportation

**Coordinated Plans**

- Deviated fixed route in Fayette County from local apartments, senior center and independent living facilities to the grocery stores, Wal-Mart, pharmacies, strip mall and to the gym. Cost is $0.50 per trip on the shuttle with a 1 hour circulation schedule.

- Employment Shuttle in Logan County to the Honda manufacturing facilities.

- Reduction in trip fares for low-income individuals in Shelby County.

- Established a transit system in Mount Gilead, OH and a local bus shuttle in 2019.
Identifying Transit Solutions:
improving access to economic opportunities

April 30, 2019
HELLO!

Jeremy Johnson-Miller
Mobility & Transit Programs
Administrator

Iowa Dept. of Transportation
Office of Public Transit

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<table>
<thead>
<tr>
<th>Year</th>
<th>Events</th>
</tr>
</thead>
</table>
| 1976 | • Iowa passes first-in-the-nation coordination law  
      • Iowa Code Chapter 324A |
| 1984 | • Compliance review process added to Legislation  
      • Ad-Hoc Advisory Council created to develop Administrative Rules for future coordination in Iowa  
      • Iowa Administrative Code Chapter 761.910 |
| 1991 | • *Iowa Transportation Coordination Council* established  
      • Iowa Code requires (3) member agencies:  
      • Iowa Department of Transportation  
      • Iowa Department of Human Services  
      • Iowa Department of Elder Affairs  
      (now Iowa Department on Aging) |
| 2006 | • *United We Ride* initiative  
      • Introduction to mobility management |
| 2009 | • JARC & New Freedom grants secured  
      • *Iowa Mobility Management Network* established |
Transportation Coordination Council

- **Current active ITCC member agencies:**
  - Iowa Department on Aging
  - Iowa Department of Human Services
    - Bureau of Refugee Services
    - Iowa Medicaid Enterprise
  - Access2Care
  - American Cancer Society
  - Iowa Department of Public Health
  - Iowa Department of Corrections
  - AARP Iowa
  - Iowa Developmental Disabilities Council
  - Iowa Public Transit Association
  - Iowa Vocational Rehabilitation Services
  - Iowa’s MPOs and RPAs
  - Epilepsy Foundation of Iowa
  - Iowa Mobility Manager’s Network
Formally adopting (3) CCAM Goals:

- Improve Access to the Community Through Transportation
- Enhance Cost-Effectiveness of Coordinated Transportation
- Strengthen Interagency Partnerships & Collaboration with State, Local and Industry Groups
• 35 Public Transit systems, covering all 99 counties
• Fiscal Year 2018 Ridership was over 25 Million
  • 22 Million rides provided by urban systems
  • 2 Million rides provided by regional systems
• 1,700+ public transit vehicles in operation
• Funding sources include local funds, tax levies, passenger revenue, State Transit Assistance, and the Federal Transit Administration
### Making the Connection

**mobility management**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Role</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| **Jeremy Johnson-Miller** | Statewide Mobility Coordinator | Iowa DOT | Office of Public Transit  
515-239-1765 | jeremy.johnson-miller@dot.iowa.gov |
| **Tricia Wagner**      | Transit Coordinator                             | East Central Intergovernmental Association                563-690-5761 | twagner@ecia.org |
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| **Brooke Ramsey**      | Business Development Manager                     | Heart of Iowa Regional Transit Agency  
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| **Daurine Petersen**   | Outreach Specialist                              | Southwest Iowa Transit Agency  
712-243-2518 | daurine.petersen@swipco.org |
| **Dawn Kimmel**        | Mobility Manager                                 | Siouxland Regional Transit System, SIMPCO TAG  
712.224.8905 (Office) 712.333.4911 (Cell) | MobilityManager@simpc.org |
| **Catlin Curry**       | Mobility Coordinator                             | Des Moines Area Regional Transit Authority  
515-246-2526 | ccurry@riedart.com |
| **Terry Bergen**       | Mobility Coordinator                             | Linn County LIFTS  
319-892-5172 | terry.bergen@linncounty.org |
| **Megan Walker**       | Assistant Transportation Planner                  | Metropolitan Area Planning Agency  
402-444-6866 ext. 216 | mwalker@mapacog.org |
| **Kelly Schneider**    | Social Services Mobility Coordinator             | Johnson County Social Services  
319-356-6090 | kschneider@co.johnson.ia.us |

[http://www.iowadot.gov/iowamobilitymanagement](http://www.iowadot.gov/iowamobilitymanagement)
Making the Connection
Healthcare Partnerships

• Iowa Department of Public Health - MOU
  • Created out of an effort to improve the health and well-being of Iowan’s and enhance collaboration
  • Iowa Walking College
  • Community Health Needs Assessment

• American Cancer Society
  • Three year grant (Iowa Cancer Consortium)
  • Provide monetary assistance to patients going to cancer treatment appointments
  • Connect transit and healthcare through a series of community meetings and group facilitation
Iowa RideShare was created out of local conversations in eastern Iowa, finding that ridesharing could solve congestion issues along the I-380 corridor, during major construction.

Hosted by the Iowa DOT, services are available statewide, connecting riders on many levels:

- Vanpool
- Carpool
- Transit Buddies
- Walking Buddies
- Biking Buddies
PUBLIC TRANSIT IN IOWA

iowa rideshare

Welcome to DART RideShare, a state-of-the-art ride-matching system that allows commuters to quickly and securely find ride sharing partners.

The DART RideShare system matches commuters based on proximity to origin, destination and travel route, as well as time schedules and ride share preferences.

Although most people use this free public ride matching service to find other commuters to carpool with, the DART RideShare system also enables users to seek rideshare service, transit buddies, bike buddies and/or walk buddies.

To get started, simply register on a new user, set up your profile and select your commuting preferences. When you have confirmed your email address, you need only click the “Find Matches” button and the system will immediately produce a match list showing all your potential ride share partners. You can then choose to email anyone on your match list from within the DART RideShare system.

To get started on a new DART RideShare user, please Register Now.
PUBLIC TRANSIT IN IOWA
iowa rideshare
• **Employer Vanpool** is a unique partnership that can transform the overall connectivity of the region

• **NICE Bus,** Mason City to Forrest City
  • Iowa DOT – Special Projects Grant
  • Purchase 2 buses, 2 years operating
  • Lack of employees in rural areas, look to urbanized areas for recruitment
• FY2014: 5800 riders
• FY2016: 8800 riders
• DART – Des Moines, IA
  • Employee Support Program
  • Employer pays all/part of bus pass
  • Reduce congestion/need for parking
• DART RideShare
  • *Large employers, Banks, Law Firms, Healthcare, Schools, service organizations, State offices, non-profits*
  • [https://www.ridedart.com/fares/employer-support-programs](https://www.ridedart.com/fares/employer-support-programs)

• Business Development
  • (2) new routes created to manufacturing plants without access to bus routes.
  • Employer pays for employee bus fare
THANK YOU!

Iowa Public Transit

lowadot.gov/transit
Thoughts, Ideas, Questions?