



Study to Design a Mobility Management Program in New York State

Recommendations Briefing

May 11, 2017

Meeting Purpose

- Revisit project goals
- Provide project findings
- Discuss project recommendations

Agenda

- Introductions
- Project overview
- Stakeholder engagement
- Definitions
- Need for coordinated transportation
- Gap analysis findings
- Best practice research
- Recommendations
- Questions

Introductions

Public Consulting Group (PCG)

- Sarah Salisbury, Project Manager
- Christine Newhall, Subject Matter Expert

Project Overview

Background and Purpose of the Mobility Management Program Study

- Olmstead Development and Implementation Cabinet (2012) identified the need for mobility management
- SFY 15/16 budget authorized an assessment of NYS' current transportation system and how it meets, or fails to meet the needs of individuals with disabilities
- ***Primary Goal: To identify promising practices or models that utilize natural supports, shared ride and/or other resources to address the transportation needs (especially employment-related) of individuals with developmental, mental or physical disabilities who receive services from OPWDD, OMH and DOH***

Project Overview

Phase I	Project Management Plan Development
Phase II	Stakeholder Input, Existing Conditions Analysis and Future Needs Assessment
Phase III	Identify and Analyze the Applicability of National and International Best Practices
Phase IV	Recommendations Final Report

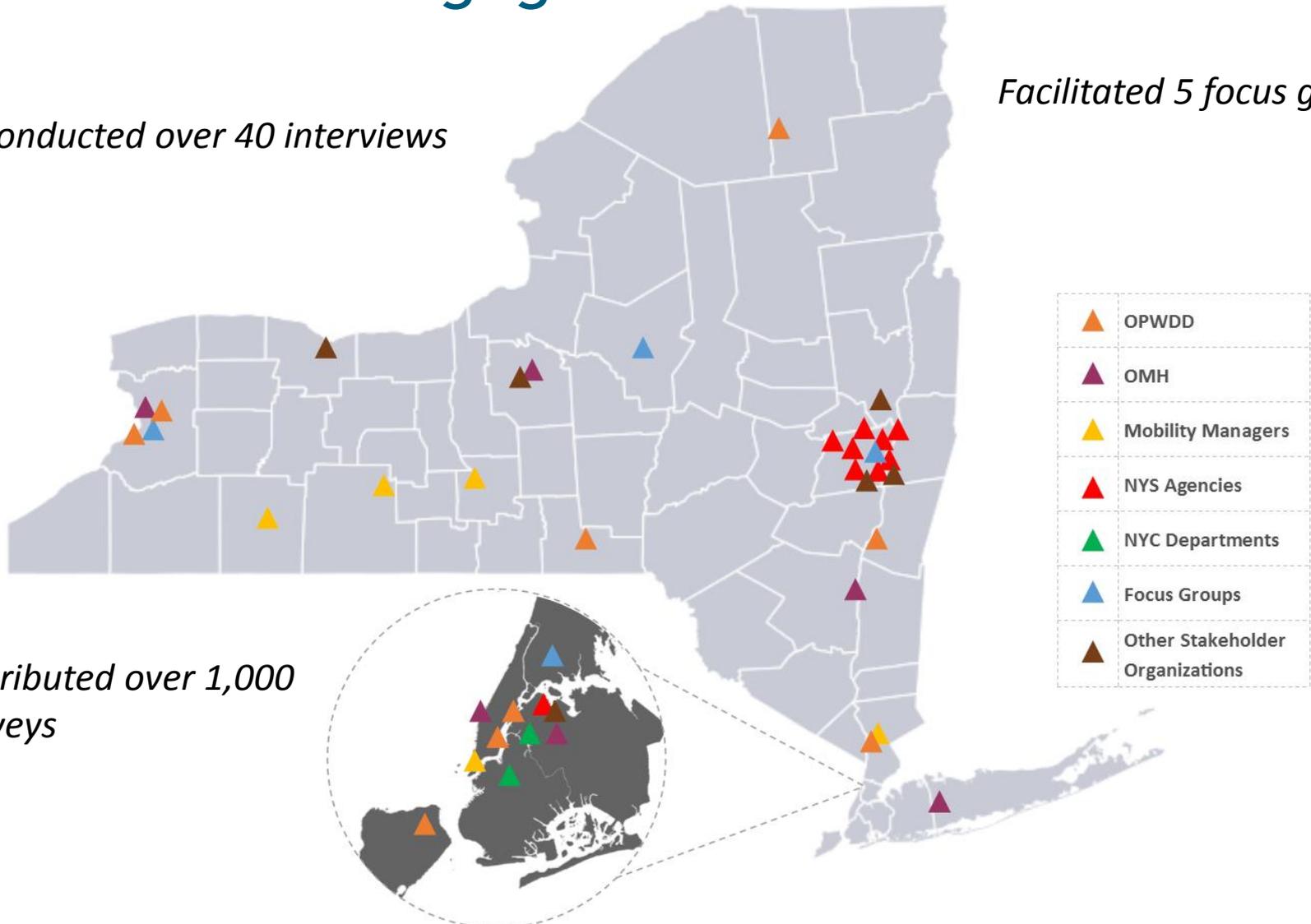
Stakeholder Engagement

- Interagency Committee
 - Office for People With Developmental Disabilities (OPWDD)
 - Office of Mental Health (OMH)
 - Department of Health (DOH)
 - Department of Transportation (DOT)
 - State Office for the Aging (SOFA)
 - Developmental Disabilities Planning Council (DDPC)
 - Office of Alcoholism and Substance Abuse Services (OASAS)
 - State Education Department (SED)
- Most Integrated Settings Coordinating Council (MISCC)
- OPWDD Provider Association
- Focus groups, interviews and surveys

Stakeholder Engagement

Conducted over 40 interviews

Facilitated 5 focus groups



Distributed over 1,000 surveys

Definitions

Mobility management is a customer-focused approach that **CONNECTS** riders with transportation services so that seniors, people with disabilities, low-income workers, and youth can access the trips they need to get to jobs, services and community life

Human Service Transportation Coordination programs for individuals with disabilities, seniors and persons with low income are usually state and/or federally funded and **PROVIDE** critical transportation services to individuals who are unable to access either public or paratransit services

Need for Coordinated Transportation

- Increased need for accessible and specialized transportation resources
- Greater demands and mandates for person-centered planning and community inclusion for individuals with disabilities, which requires access to more transportation options

Without transportation to and from services and activities,
people cannot be fully integrated.

Gap Analysis Findings

Gap Analysis Findings

High Level Observations

- No consistency or clarity in transportation or funding mechanisms
- Limited or nonexistent data on transportation costs, rates, number of trips provided and individuals served
- Limited mobility management best practice sharing
- Restricted transportation options in rural areas

Gap Analysis Findings



Transit Infrastructure Gaps

- Availability and Accessibility of Public Transit
- Availability and Affordability of Paratransit and Accessible Taxis
- Access to Employment Opportunities
- Long and/or Unreliable Trips



Laws and Regulations

- Restrictions on Hiring Drivers and Who Can Transport Specific Individuals with Disabilities
- Difficult to Meet Funding Source Requirements
- Medicaid-Only Transport Available

Gap Analysis Findings



Vehicle Use Gaps

- Age of Fleet
- Replacement and Back-up Vehicle Availability
- High Mileage on Vehicles
- Vehicles Not Maximized
- Accessibility of Vehicles



Business Operations Gaps

- Staffing and Driver Challenges
- Increasing Costs
- Decreased Funding
- Data Management
- Insurance Cost and Liabilities

Best Practice Research

Literature Review

Review of over 40 articles and websites with the following findings:

Theme	Key Findings
Human Service Transportation (HST) Coordination	<ol style="list-style-type: none"><li data-bbox="697 486 1634 575">1. Human service transportation programs are often fragmented<li data-bbox="697 604 1657 644">2. Human service transportation needs are increasing<li data-bbox="697 672 1785 761">3. Coordination between HST Providers, or between HST and public transit services, can generate many benefits<li data-bbox="697 789 1644 829">4. While beneficial, coordination presents challenges<li data-bbox="697 858 1773 946">5. Medicaid NEMT (Non-Emergency Medical Transportation) plays an important role in coordinated services<li data-bbox="697 975 1773 1015">6. There are many documented coordination success factors<li data-bbox="697 1043 1740 1132">7. Resources are available that can be used to address HST coordination challenges
Mobility Management	<ol style="list-style-type: none"><li data-bbox="697 1143 1746 1232">8. Mobility management activities are essential to HST and HST/transit coordination

State – Level Coordination Case Studies



Massachusetts

- Statewide coordinated, brokered transportation system for multiple state human service agencies including Medicaid non-emergency medical transportation (NEMT)



Florida

- Human service transportation and community transportation coordination, excluding Medicaid non-emergency medical transportation



Georgia

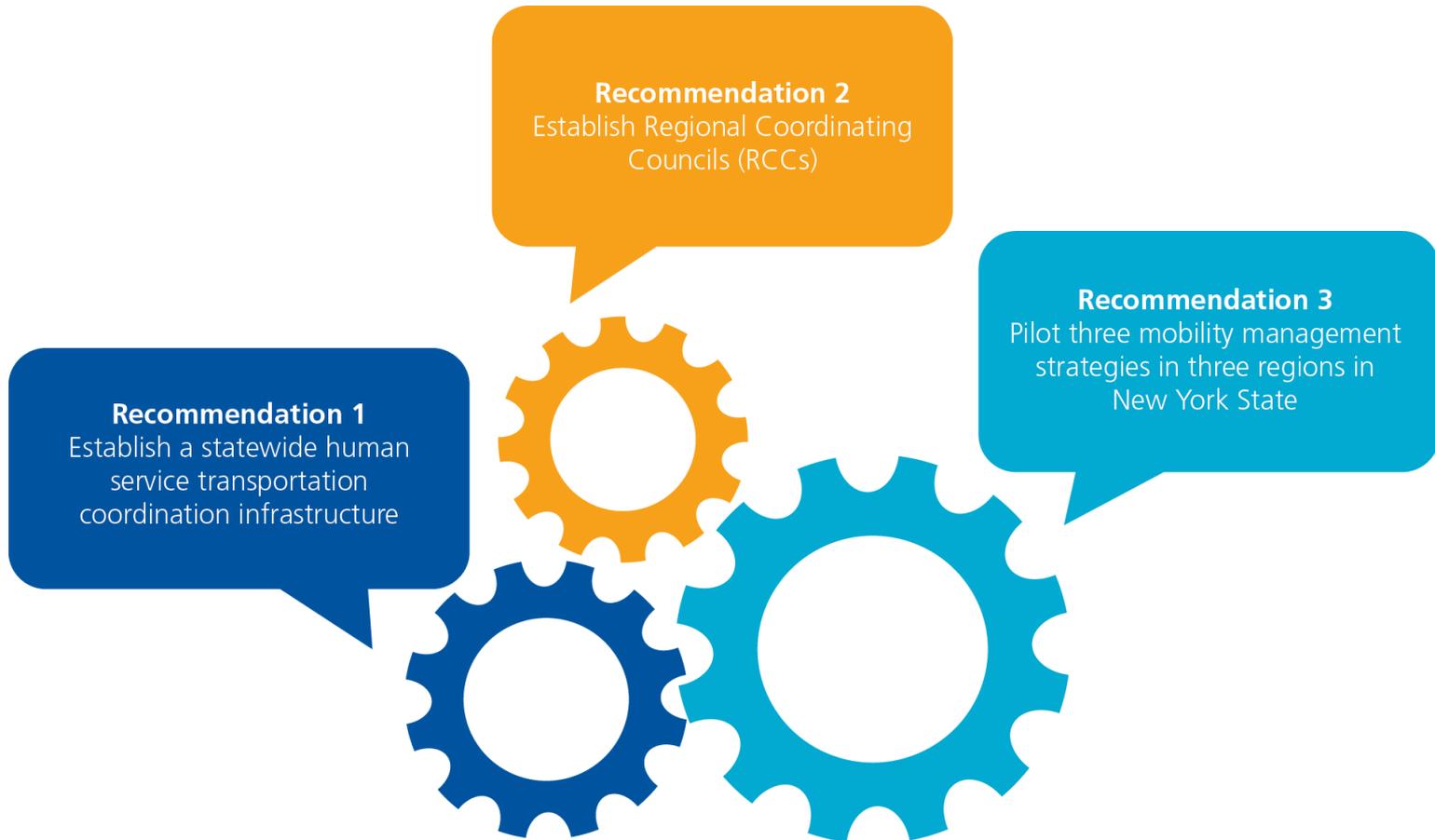
- State Department of Human Services transportation coordinated regionally; Medicaid NEMT coordinated regionally as well, but separately

New York Mobility Management Best Practices

- At least **26 counties** have Mobility managers/ mobility management programs or services in place
- Mobility management activities are documented in local public transit-human service transportation coordination plans, required for use of FTA’s Section 5310 funding
- Local coordination plans are prepared at the county level

Mobility Management Strategy	County/ City	Program Name
One – Call/ One – Click	Statewide	511-NY
	Schuyler	Transportation Link-Line
Vehicle Sharing Among Providers	Otsego	Otsego Express
Agency Tailored Transportation	Essex	Essex County Public Transit
Travel Training	NYC	DOE Travel Training
Volunteer Driver Programs	Westchester	RideConnect
Taxi/ Transportation Network Company (TNC) Voucher Program	North Hempstead	Project Independence

Recommendations



Paving the Way to Coordination...

All of the recommendations put forth by PCG:

- Would be a major paradigm shift in New York, but one that furthers the objectives of person-centered planning, the charge of MISCC, the Olmstead Cabinet, and HCBS waiver programs
- Will be challenging to implement and will require collaboration among many stakeholders, but will result in efficiencies, improvements and greater quality of life for New Yorkers served
- Will mean greater access to housing, employment, social activities and community life in general

New York would be at the forefront of reform that very few states have undertaken, but which shows great promise in improving quality of life and access to essential services and activities for individuals with disabilities and those with other specialized needs.

1) Statewide Human Service Transportation Coordination Infrastructure

Recommendation Summary:

- Establish a statewide human service transportation coordination office that would be responsible for managing the transportation programs of multiple NYS agencies
- Establishment of the coordination office would create centralization of transportation programs and would create management and operational efficiencies across agencies.
- The statewide coordination office would:
 - Involve a transportation brokerage model
 - Necessitate transportation rate carve-out from agency services
 - Require determination of funding
 - Require regulatory and waiver review

2) Regional Coordinating Councils (RCCs)

Recommendation Summary:

- Establish a statewide, regional infrastructure for mobility management activities
- RCCs would mirror the boundaries of 10 Regional Economic Development Councils
- RCCs would provide an organized forum for:
 - Information sharing
 - Replicable best practices
 - Coverage of urban, suburban and rural areas
 - Encourage participation from the respective regions
- RCCs will have diverse membership of organizations and will each employ a regional mobility manager
- Will coordinate closely with the statewide human service transportation coordination office

3) Mobility Management Pilot Project

Recommendations Summary:

- Three mobility management pilot programs to be implemented initially in three regions of New York state
 - Initially located in regions with urban, suburban, small urban and rural characteristics
 - Good candidates: Western NY, Central NY or Capital Region

Strategy	Large Urban	Suburban	Small Urban	Rural
1. One-Call / One-Click	★	★	★	★
2. Travel Training	★	★	★	Where transit exists
3. Travel Vouchers	★	★	★	★

Questions



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