

PARTA & Geauga County Transit

Bryan D. Smith

Portage Area Regional Transportation Authority



■ 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
- 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





- Human Service Agencies Participating (24):

- | | | | |
|---|---|---|---|
| <ul style="list-style-type: none">▪ Altercare of Ravenna | <ul style="list-style-type: none">▪ Area Agency on Aging 10B | <ul style="list-style-type: none">▪ Catholic Charities | <ul style="list-style-type: none">▪ Coleman Adult Day Services |
| <ul style="list-style-type: none">▪ Coleman Professional Services | <ul style="list-style-type: none">▪ Family & Community Services | <ul style="list-style-type: none">▪ Geauga & Portage MRDD | <ul style="list-style-type: none">▪ Geauga & Portage Job & Family Services |
| <ul style="list-style-type: none">▪ Geauga County pleasant Hill Home | <ul style="list-style-type: none">▪ Geauga County Dept. on Aging | <ul style="list-style-type: none">▪ Geauga & Portage Metropolitan Housing Authority | <ul style="list-style-type: none">▪ Geauga & Portage Veterans Service |
| <ul style="list-style-type: none">▪ Geauga & Portage United Way | <ul style="list-style-type: none">▪ Mar-Bal, Inc. | <ul style="list-style-type: none">▪ Portage County Senior Services | |
| <ul style="list-style-type: none">▪ Assn. Programs for Rural Independent Living | <ul style="list-style-type: none">▪ Townhall II | <ul style="list-style-type: none">▪ Tri-County Independent Living | <ul style="list-style-type: none">▪ Portage County Mental Health & Recovery Board |

- Transportation Providers Participating (6):

- | | |
|--|---|
| <ul style="list-style-type: none">▪ <u>PARTA</u> | <ul style="list-style-type: none">▪ Emerald Transportation |
| <ul style="list-style-type: none">▪ Geauga County Transit | <ul style="list-style-type: none">▪ Northeast Ambulance Service |
| <ul style="list-style-type: none">▪ Diversified Transportation | <ul style="list-style-type: none">▪ Community Care Ambulance Astabula |

- User groups participating in the project:
 - Portage County Job & Family Services (50 case workers)
 - Geauga County Job & Family Services (50 case workers)
 - Portage County Senior Center (60 seniors)
 - Geauga County Senior Center (scheduled)
 - Family & Community Services (scheduled)

- Key stakeholders added since kick-off:
 - Statewide Coordination Transportation task force
 - Executive Medicaid Management Administrator – Krystal Thomas
 - Laketran
 - Cleveland RTA
 - Senior Transportation Connection
 - Stark Area Regional Transit Authority (SARTA)

■ Strategic Issues for Stakeholders

- Human Service clients: Access to Employment
- Families of Human Service clients: Split trip services-
- Client advocates: Support for innovation / regulatory relief
- Policy and Funding authorities: Cost allocation formulae
- Service providers: Sustained State and Federal commitment to coordination

■ Stakeholder Participation Approach

- Stakeholder Meetings
- Leadership Participation
 - One-on-one meetings with each leader
 - Small group of significant individuals
 - Simple message: sharing access not resources
- Evidence of leadership support
 - Feedback from leaders and that they provided additional opportunities for the project
 - State level interest—Ohio Office of Transit
- Lessons learned:
 - Lunch meetings held on Fridays, no Tuesdays!
 - Flexible with methodology
 - Distinguish the TMCC project from other, similar projects



PUBLIC
One call or click

- Transportation
- Information
- Referrals



AGENCIES

Contract TMCC for:

- Transportation for clients
- Referral service for new clients
- Perform initial information gathering and registration

PROVIDERS

Contract TMCC for:

- Transportation services
- Reporting information on transported clients
- Billing to funding agencies

FUNDING AGENCIES

Contract TMCC for:

- Provide money for transportation services

■ **New Features of the System**

- Dial one number or visit www.neotto.org for transportation service.
- Dynamic response to community needs
- Unifying identity for all transportation resources
- Franchise business model for TMCC
- Value added to each function of transportation services:
 - Agency reporting
 - Customer convenience enhancements
 - Security enhancements

■ **Policy pillars beneath this general approach to transportation:**

- Ease of use
- Access to community is fundamental to civilization
- No gatekeepers to funding sources, instead it will provide portals
- Recognize differing capabilities of public and private operations and seek best fit

Operational Scenario # 1

- Mr. Carlos, a 66-year-old single man, moved into the City of Happyville 3 days ago. He is a wheel chair user and does not speak much English, but is fluent in Spanish. Now he needs to see a doctor for his back pain, possibly due to the recent move. He needs transportation. Mr. Carlos found a phone number by the bus stop along with the website address for the bus company www.happyta.org. He uses a computer and is an otherwise healthy individual.

Operational Scenario # 2

- The State Office of Medicare and Medicaid (OMM) adopted a brokerage model 6 years ago for its non-emergency medical transportation (NEMT) service. The City of Happysville is in NEMT Region 3 and served by MobiLove – a nationally renowned transportation brokerage firm. It is now the 4th year into the service contract. The OMM is drafting an RFP for the new contract. MobiLove has notified the State that it will not compete for this contract. So, there will be a change of NEMT broker in Region 3.

Operational Scenario # 3

- Emergency Management Services for Disabled, Disadvantaged & Elderly
 - A countywide evacuation notification has just been sent by the Portage County Emergency Management.

Moment of Sharing

- The most pleasant surprise
 - Level of preexisting coordination effort in the State
- The most satisfying moment
 - Appointment of Krystal Thomas
- The most difficult challenge you have encountered
 - Project administration
- ONE WISH
 - Cost allocation formula
- Any experiences and lessons learned

Question & Answer