

But how do I get there?

- Identifying the customer's needs
- Family of transportation options and networks
- Resources and Partnerships





Getting from A to B: Finding Community Transportation Resources for Customers



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Presenters

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Atlanta Regional Commission

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Easter Seals Project ACTION



Family of

Transportation Options

Eligible

Available



Accessible

Affordable

Appropriate

80 Federal Programs Fund Transportation

TRANSPORTATION-DISADVANTAGED POPULATIONS: Coordination Efforts are Underway, but Challenges Continue*

Largest funder is Dept. of Health and Human
Services (31 programs, 39% of total)

*From GAO-14-154T: Published: Nov 6, 2013.

But how do I get there?



**UNITED WE
RIDE**
COORDINATING HUMAN SERVICE TRANSPORTATION



Marion's call for a ride

- Attempted to find a ride.
- Needs a ride soon!
- She is a caregiver.



Cost is a **major** limitation or burden.

Distance is a **major** consideration.

Identifying Customer Needs

Mobility management focus: **all options**

- Follow a checklist or template to assess trip needs
- Use local names for providers
 - MARTA Mobility
 - Access
 - In Georgia NET (Medicaid broker)
 - VanGo in Charles County, Maryland

Service Options (Public)

- Regular Bus or Train (Fixed Route)
- Dial-a-Ride
- ADA Paratransit
- Human Service (Senior or Disability)
- Medical and Medicaid

Regular Bus or Train (Fixed Route)

Usually runs on a regular schedule

- The city bus is affordable
 - Half fare programs
 - Bus orientation to use service
 - Travel training to use service

- Bus may deviate on routes in some communities

What is ADA Complementary Paratransit?

Each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.

§37.121 (a).

Service Options - Public Traditional

- Human Service (Senior or Disability)
- Medical and Medicaid
 - Confusion with Medicare
 - Brokerages/Multiple Providers
 - Bariatric
 - Long Distance

Service Options (private)

- Volunteer driver (non-profit, faith communities)
- Taxi
- Uber, Lyft
- Private provider
- Voucher programs (non-profits)

Service Options - Public Innovative

- Voucher Programs
- Flex-Route Shuttles
- Transportation Demand Management –
Ride Share



Rural Transportation

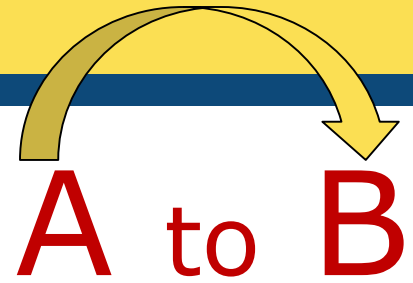
- Fewer options
- Longer distances to travel
- Less frequency
- Lack of roadway network
- Reliance on family and friends



Rural Transportation - Innovations

- Transportation Vouchers (ACL and 5311 Rural Transit)
- Volunteer Driver (ACS model)
- One-Call Center, One-stop website
- Coordinated Services and Mobility Management





Mobility Management

- Active partnerships with transportation providers
- Bring ride options to customers
- Effectively communicate options to the public such as call center and 'one-stop' website

Resources

- Veterans One-Call One-Click
- Easter Seals Project ACTION
- National Center on Senior Transportation
- National Center for Mobility Management
- Aging Disability Resource Connection (ADRCs)
- Eldercare Locator



Resources

- 2-1-1
- Area Agency on Aging (AAA)
- CILS
- Other non-profits such as
 - Community Action Agency, Easter Seals, Faith-based
- Mobility Manager
- Statewide transportation call centers/ride finding service
- Transit providers

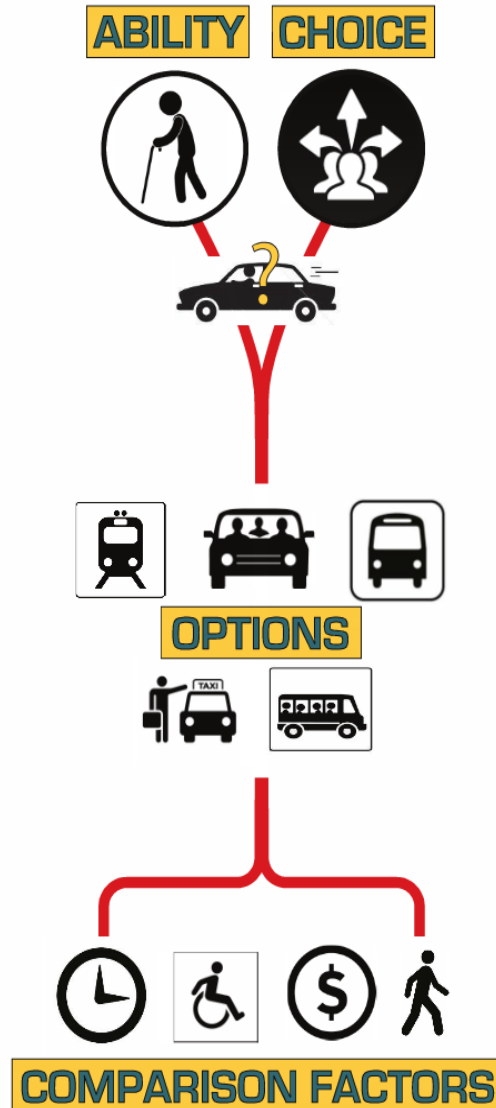
Atlanta Region Partnerships

Providers and Funding Partners

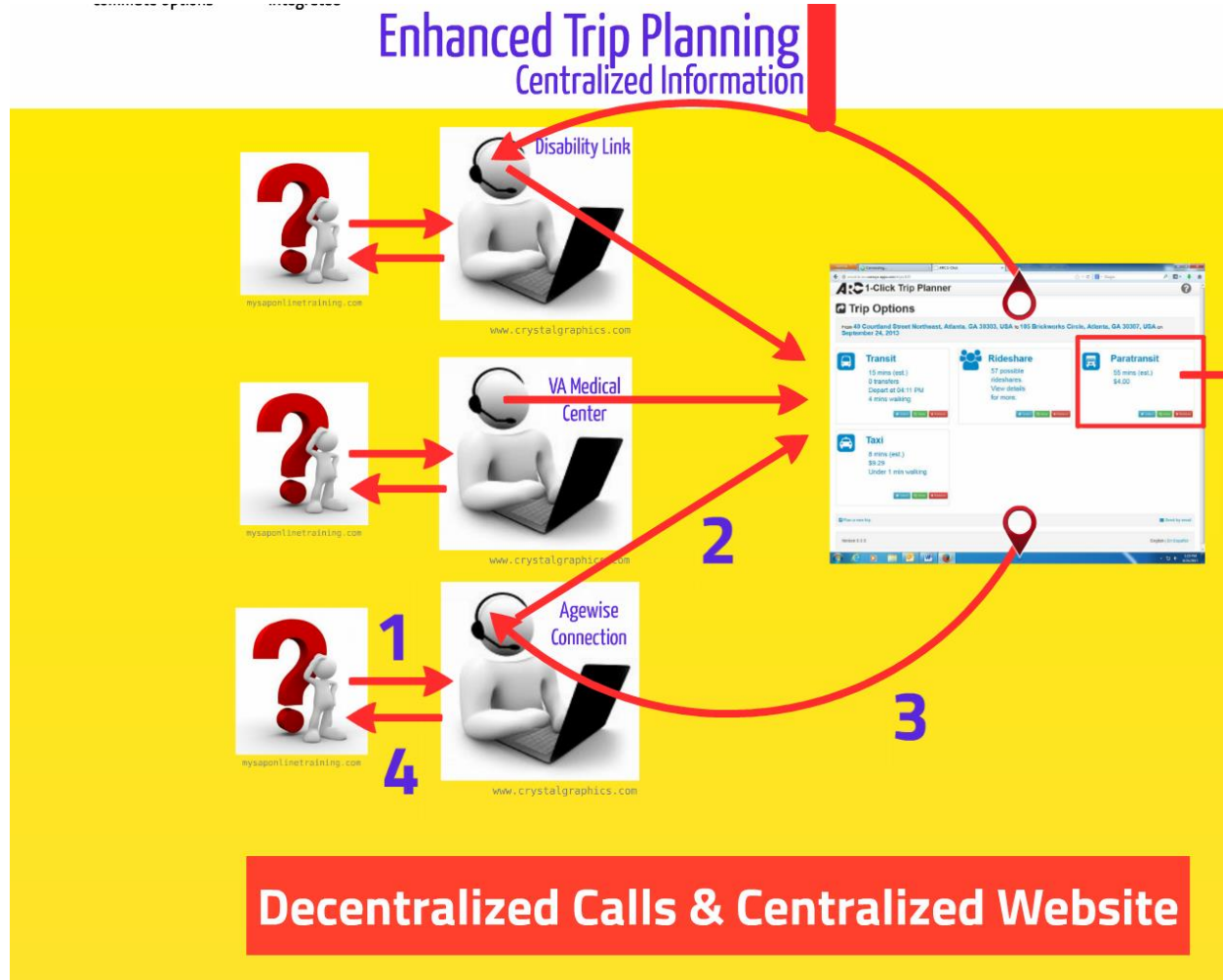


- Georgia Department of Human Services
- MARTA, Cobb Transit
- Local Governments
- Georgia DOT
- Federal Transit Administration
- Private Providers
- Non Profits

Atlanta Region Efforts in Mobility Management



Atlanta Region Efforts in Mobility Management



Greater Atlanta MOVES me.

Discover your trip. Get to your destination.

Trip Options Review

- Round-trip One-way
Modes
 Public Transit
 - Bus
 - Train Rideshare
 Specialized Services
 Taxi

Trip Purpose:

Leaving From:

Going To:

Travellers:

Outbound: Arriving At

Return: Departing At

[More About This Initiative](#)

Version x.x.x.

Greater Atlanta MOVES me.

Discover your trip. Get to your destination.

Welcome, Guest



Trip Options Review **Plan**

Transportation Modes

- Public Transit
 - Bus
 - Train Rideshare
 Specialized Services
 Taxi

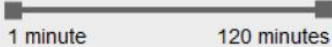
Number of transfers



Cost



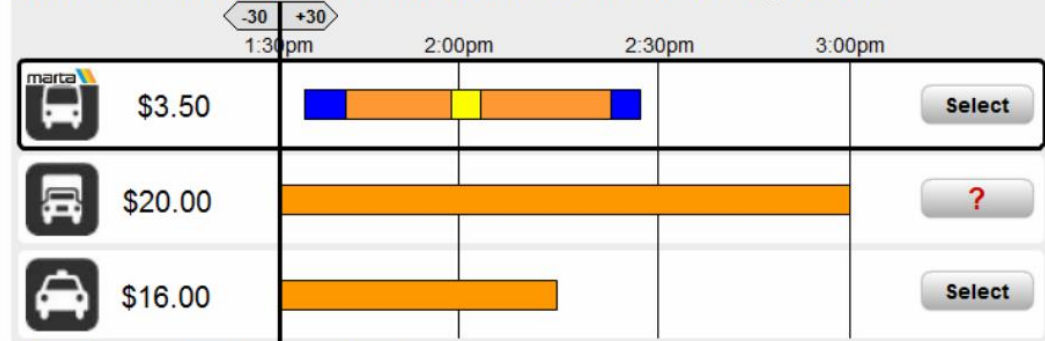
Time



Outbound - 40 Courtland Street NE Atlanta, GA 30308 to Atlanta VA Medical Center



Return - Atlanta VA Medical Center to 40 Courtland Street NE Atlanta, GA 30308



Walk Vehicle Transfer

Plan

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Trip Options Review Plan

Print

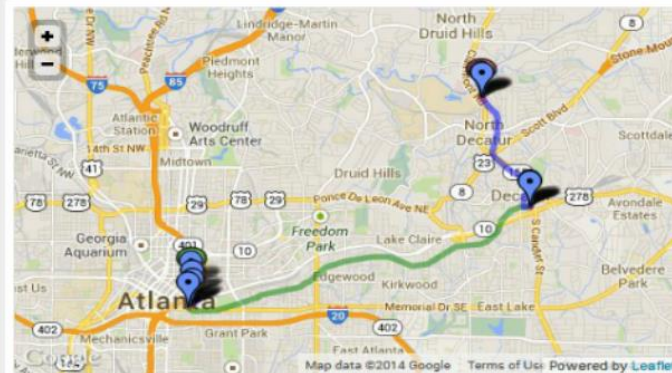
Email

Outbound - 40 Courtland Street NE Atlanta, GA 30308 to Atlanta VA Medical Center



10:03am → 10:57am 5 minute walk 1 transfer \$3.50
54 minutes

- ▶ START: 40 Courtland Street Northeast Atlanta GA 30303
3:12 PM
- ▶ WALK To PIEDMONT AVE @ GILMER ST
4 mins
- ▶ MARTA BUS 99 To JESSE HILL JR DR SE @ DECATUR ST
3:17 PM To 3:18 PM
- ▶ WALK To GEORGIA STATE STATION
1 min
- ▶ MARTA SUBWAY BLUE To DECATUR STATION
3:21 PM To 3:34 PM
- ▶ WALK To SWANTON WAY@COMMERCE DR
Under 1 min
- ▶ MARTA BUS 19 To CLAIRMONT RD@CLAIRMONT LK
3:35 PM To 3:47 PM
- ▶ WALK To Clairmont Road
Under 1 min
- ARRIVE: 1670 Clairmont Road Decatur GA 30033
3:47 PM



Return - Atlanta VA Medical Center to 40 Courtland Street NE Atlanta, GA 30308



11:47 → 12:30pm \$22.00
43 minutes (est)

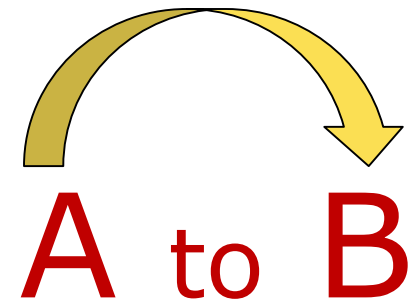
AAA Taxi Service: (770) 926-1600
AAA Yellow Cab: (770) 455-4412
Checker: (404) 351-1111
Crown Taxi: (404) 898-0554

Group Activity

Navigation options

- What is in your database now?
- Who could provide the ride?
- If no ride available, what other resources for finding the ride might there be in your area that could be added to your database?
- Great ideas to share

Questions



Group Activity

Partnerships for resources

- What other networks are in your area that you should be coordinating with for transportation?
- Who are other potential partners?
- Are there changes you can make right now?
- Great ideas to share

Contact Information

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