accessDC Study

Project Advisory Committee Meeting

November 1, 2016

District Department of Transportation

Meeting Agenda

- Introduction and Study Goals   1:00 pm – 1:20 pm
- Study Scope, Deliverables & Schedule   1:20 pm – 1:50 pm
- Role of the PAC / Questions   1:50 pm – 2:05 pm
- Summary of Linkages   2:05 pm – 2:35 pm
- Questions from the Community   2:35 pm – 2:50 pm
- Next Steps   2:50 pm – 3:00 pm

Introduction and Study Goals

Project Goals

The accessDC Study will identify ways to give people with disabilities and older adults in the District of Columbia better access to multiple transportation services, allowing for greater mobility with dignity and independence, and easier integration in the community.

We also want to determine the extent to which the inclusion of older adults and people with disabilities in an advisory and decision-making capacity positively contributes to the outcome of the project.
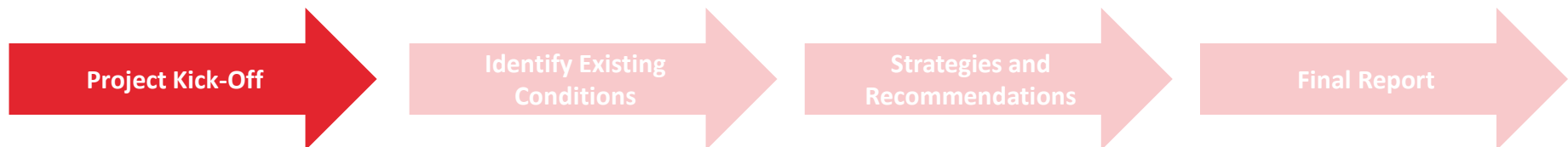
Study Scope, Deliverables & Schedule

Study Schedule

Fall 2016
**Project Kick-Off**
- PAC Meeting
- Open Mic Session
- Stakeholder/
Customer Survey(s)

Winter 2016/17
Identify Existing Conditions
- PAC Meeting

Spring 2017
Strategies and Recommendations
- PAC Meeting
- Open Mic Session

Early Summer 2017
Final Report
- PAC Meeting

Project Kick-Off

- Develop a detailed work plan and outreach plan

- Establish Project Advisory Committee

- Initial public outreach
  - Stakeholder/Customer Survey(s)
  - Open Mic Session #1
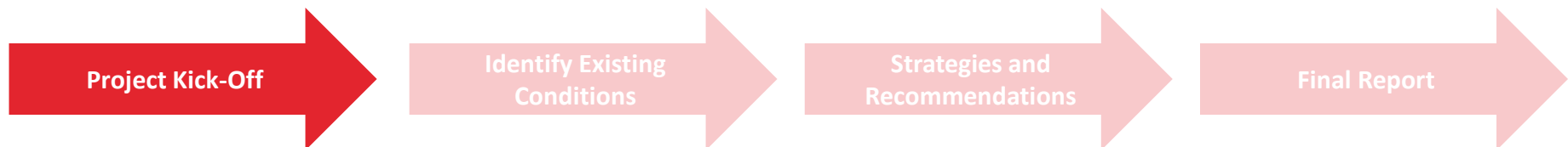 - Project web page

  ## www.ddot.dc.gov/page/accessdc-study

Project Kick-Off → Identify Existing Conditions → Strategies and Recommendations → Final Report

Stakeholder/Customer Survey

- Provides insight into how people travel and what trips and trip purposes are currently poorly served

- Establishes a baseline to determine the success of project recommendations

- Administered online and in-person at Open Mic Sessions
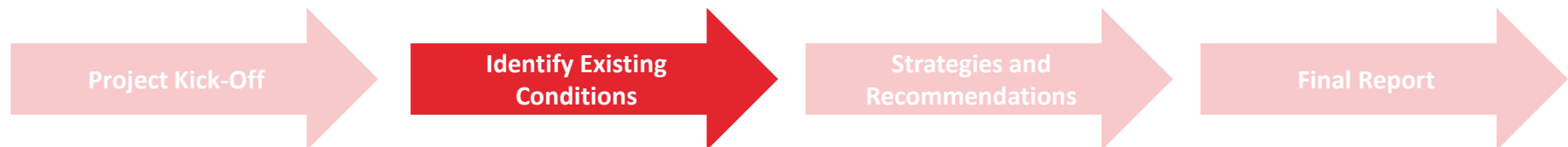
- Compliant with Section 508

Project Kick-Off → **Identify Existing Conditions** → **Strategies and Recommendations** → **Final Report**
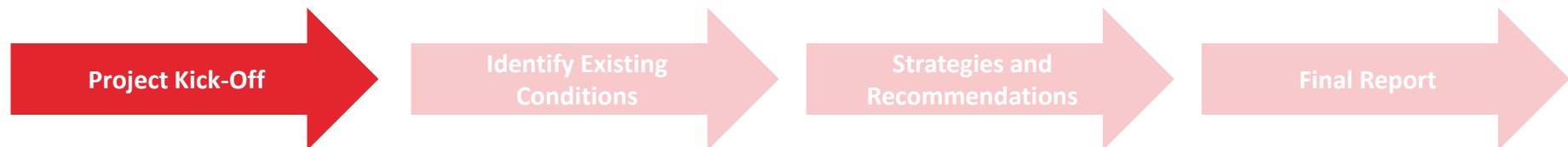
Open Mic Sessions

- Opportunity for customers and stakeholders to "voice" their opinions on unmet needs and study recommendations

- Provides additional depth to survey results

- Each speaker provides two minutes of commentary

Project Kick-Off → **Identify Existing Conditions** → **Strategies and Recommendations** → **Final Report**

Identify Existing Conditions

- Collect and review existing plans, studies, and reports

- Collect data on existing services and needs

- Document unmet needs

- Prepare and present existing conditions report

Project Kick-Off → **Identify Existing Conditions** → Strategies and Recommendations → Final Report

Questions We Want to Answer

- What types of services and programs are available in the District?

- How do customers use these available services? Where are people going?

- What trips and trip purposes can't be served with existing options?

Project Kick-Off → **Identify Existing Conditions** → **Strategies and Recommendations** → **Final Report**

Strategies and Recommendations

- Identify national best practice strategies
- Develop, screen, and evaluate alternatives
- Prepare, present, and discuss alternative strategies
- Reach consensus on recommendations

Project Kick-Off → Identify Existing Conditions → Strategies and Recommendations → Final Report
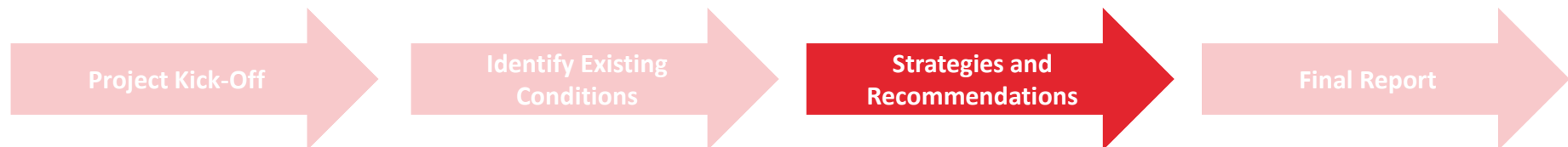
Examples of Potential Strategies

- Small improvements or "fixes" to existing services
- Mobility management efforts
- Coordination of existing education/outreach efforts
- Linkages
  - Continuum of Functionality

Project Kick-Off → Identify Existing Conditions → Strategies and Recommendations → Final Report
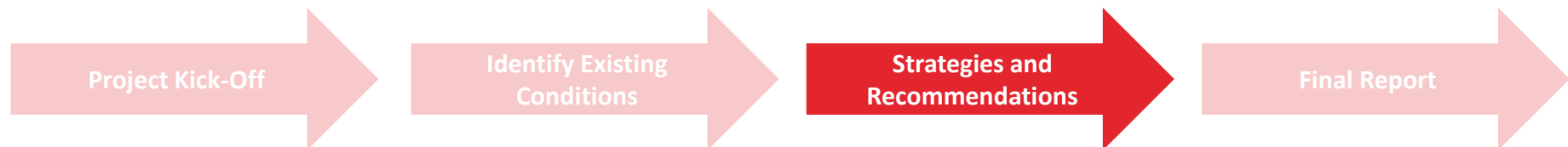
Final Report

■ Final report includes:

  – Operational Design and Financial Plan

  – Implementation Plan

  – Monitoring\Evaluation Plan

Project Kick-Off	Identify Existing Conditions	Strategies and Recommendations	Final Report
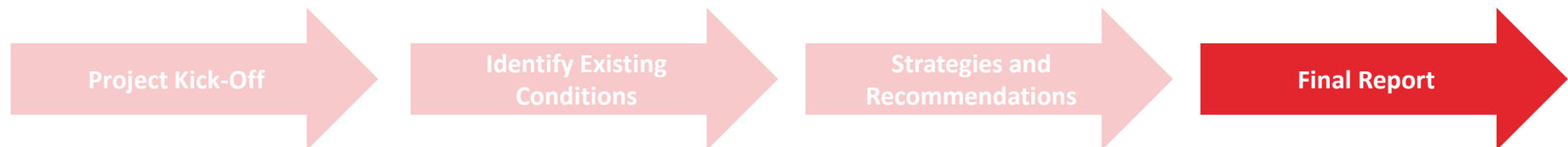
Operational Design and Financial Plan

- Administrative cost projections
- Operating and capital cost projections
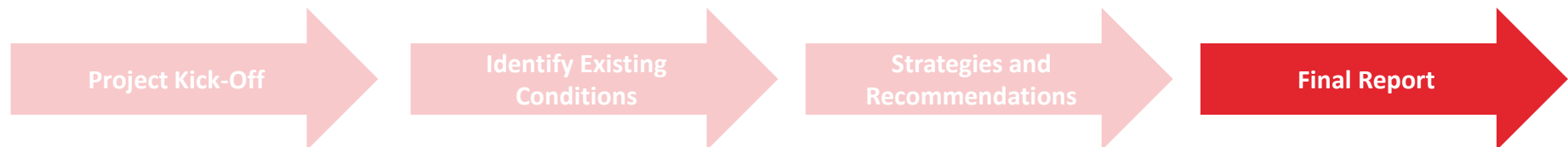- Funding sources
- Cost sharing strategies

Project Kick-Off → Identify Existing Conditions → Strategies and Recommendations → **Final Report**
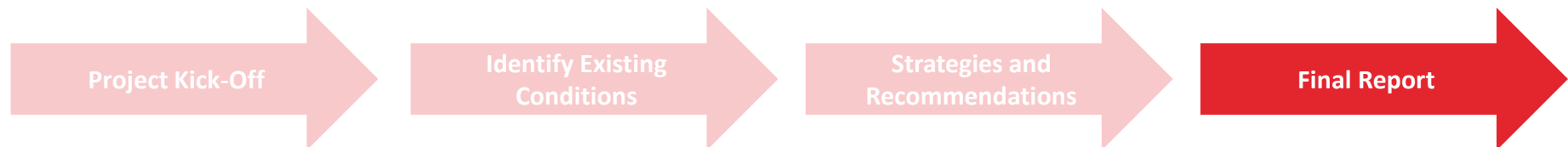
Implementation Plan

- Identifies actions steps necessary for implementing recommendations

- Clear prioritization and timelines
  - Activities occurring prior to implementation
  - Activities occurring during implementation
  - Activities occurring following implementation

Project Kick-Off → **Identify Existing Conditions** → **Strategies and Recommendations** → **Final Report**
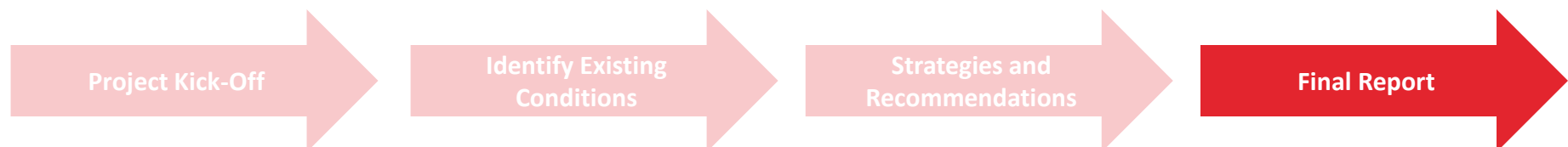
Monitoring\Evaluation Plan

- Guidelines for evaluating the success of study recommendations
  - Specific performance measures
  - Data collection and tracking methods

- Did the participatory design of this study lead to better outcomes?

Project Kick-Off → Identify Existing Conditions → Strategies and Recommendations → **Final Report**

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Role of the PAC / Questions

PAC Composition

- 2 members who are older adults

- 3 members who are people with disabilities

- 1 member from the DC Office on Aging

- 1 member from the Department of Healthcare Finance

- 1 member from the Washington Metropolitan Area Transit Authority

- 1 member from the Department of For Hire Vehicles

PAC Member Responsibilities

- Attend 4 to 6 PAC and public meetings

- Advise staff on the public outreach process

- Encourage diverse opinions and help increase participation in the process

- Help interpret public input in identifying issues and developing solutions

- Review technical memos and reports and provide feedback to staff in a timely manner

Summary of Linkages

There are many types of transportation customers…

Persons with Disabilities
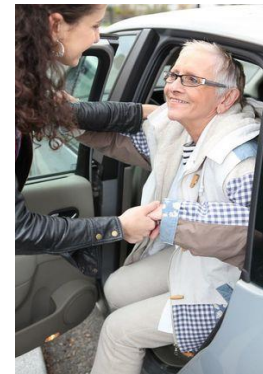
Seniors

Veterans

Low-Income

General Population

...traveling for many different trip purposes...

Work/Training

Shopping/Recreation

Dialysis

Medical Appointments

Human Services

...that can be served by a wide range of transportation modes and services, each with different requirements and constraints.

Voucher/Subsidy Programs

Dial-A-Ride Services

Taxicabs and Livery Services

Fixed Route and Flex Transit

Medicaid Non-Emergency Medical Transportation

ADA Complementary Paratransit

Human Services Transportation

Private-For-Pay Chair Car Services

Senior Transportation

Transportation Network Companies (Lyft/Uber)

Veterans Transportation

Carpools/Vanpools

Volunteer Driver Programs

What is a Linkage?

Linkages can assist transportation users in finding the transportation service that will best meet their current travel needs.

- One-stop shopping via phone or internet
- More accurate and accessible information about transportation services.
- Many styles and functions
- Some using mobile technologies

Continuum of Linkage Functionality

1 Central Repository

2 Matching Assistance

3 Trip Planning Assistance

4 Trip Booking Assistance

5 Direct Trip Booking
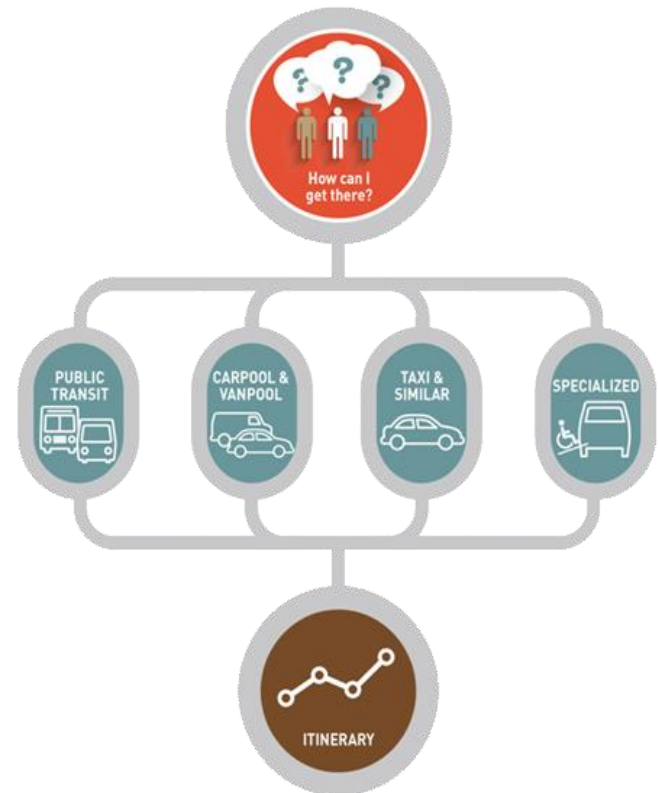
Continuum of Linkage Functionality

Level	Name	Functionality	Description
1	Central Repository	Creation of -- or linkage with existing -- centralized repository of transportation resources	Static, hard copy listing of services and programs distributed or accessed via phone or web-site
1A	Provider Portal	+ provider portal	Service providers can update their information at any time
2	Matching Assistance	+ ways to narrow down service and program options	Customers supply search criteria or answer "triage questions" asked by mobility specialist (call-taker) or prompted by on-line system to reduce providers to viable options
3	Trip Planning Assistance	+ trip planning assistance	Customers use on-line system or call mobility specialists (who use the on-line system) to get detailed ways to make a particular trip
4	Trip Booking Assistance	+ trip booking by mobility specialists	Mobility specialists call provider to book trip on behalf of the customer
5	Direct Trip Booking	+ trip booking by customer	Via links to paratransit systems (One system allows provider scheduler to schedule trip onto a partners' vehicle run)

Central Repository

Static, hard copy listing of services and programs distributed via phone or website

- Provides a centralized source of information
- Works best in communities with limited services that remain constant over time

Will County, IL – Residency and Eligibility

Matrix of Publicly-Funded Transportation Services

Trip Origin	General Public*	Older Adults	Persons With Disabilities
Channahon Township	Southwest Will DAR (see page 23)		
Crete Township		Southland Senior Services DAR (see page 22)	
DuPage Township		DuPage Township DAR (see page 16)	
DuPage Township			Will County ADA Paratransit (see page 26)
Frankfort Township	Frankfort Township DAR (see page 17)		
Green Garden Township		Southland Senior Services DAR (see page 22)	
Homer Township		Central Will DAR (see page 15)	
Homer Township			Will County ADA Paratransit (see page 26)
Jackson Township		Central Will DAR (see page 15)	
Joliet, City of	Southwest Will DAR (see page 23)	Central Will DAR (see page 15)	
Joliet, City of	Southwest Will DAR (see page 23)		Will County ADA Paratransit (see page 26)
Joliet Township		Central Will DAR (see page 15)	

Will County, IL – Client Eligibility by Provider

Client-only Human Service Agency Transportation

Provider	See Page No.	Client Eligibility			
		Older Adults	Persons with Developmental Disabilities	Persons with Low Income	Veterans
Beecher Manor Nursing and Rehabilitation Center	44	✳			
Catholic Charities, Diocese of Joliet	36	✳		✳	
Cornerstone Services	32		✳		
Guardian Angel Community Services	37			✳	
Helping Hand Rehabilitation Center	38		✳		
Illinois Department of Healthcare and Family Services	27			✳	
Illinois Department of Human Services	39			✳	
Individual Advocacy Group	33		✳		
Medicaid Non-Emergency Medical Transportation	28			✳	
Provena Saint Joseph Medical Center	29			✳	
Silver Cross Hospital	30			✳	
South Suburban Recreation Association	40		✳		
SouthSTAR Services	34		✳		
Sunny Hill Nursing Home of Will County	45	✳			
Trinity Services	35		✳		
United Cerebral Palsy of Will County	42		✳		
Veterans Assistance Commission of Will County	31				✳
Workforce Investment Board of Will County	43			✳	

Will County, IL – Provider Summaries

Summary of All Community Transportation Services

Name	Pg #	Eligibility	Service Area	Service Hours	Contact Information
Dial-A-Ride					
Central Will DAR	See page 15	Persons with Disabilities & Older Adults; Must be a resident of sponsoring jurisdictions	City of Joliet, Homer, Jackson, Joliet, Lockport, Plainfield, and Troy townships	M-F 6:00 AM to 5:00 PM	(800) 244-4410, TTY: (800) 393-4232 Website: www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will
DuPage Township DAR	See page 16	Persons with Disabilities & Older Adults; Must be a resident of DuPage Township	DuPage Township	M-F 8:00AM to 5:00 PM	(800) 952-7511, TTY: (800) 393-4232 Website: www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will
Frankfort Township DAR	See page 17	General Public; Must be a resident of Frankfort Township	Frankfort Township, up to 5 miles outside Township borders to destinations in New Lenox Township	M-F 8:00 AM to 3:30 PM	(815) 469-4907 Website: www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp#Will
Lockport Township Senior Shuttle	See page 18	Older Adults; Must be a resident of Lockport Township	Lockport Township	M-F 7:30 AM to 4:00 PM	(800) 409-9032 Website: www.lockporttownship.com/html/senior_transportation.html
New Lenox Township DAR	See page 19	General Public	New Lenox Township	M-F 7:30 AM to 4:00 PM	(815) 485-6431 http://www.newlenox.org/township.php?township=pages/paratransit

Matching Assistance

Customers supply search criteria or answer "triage questions" to reduce providers to viable options

- Allows customers to more easily identify services that may meet their needs
- Not linked with schedule information, so more steps are needed to find a service that fits a specific trip
- Often part of 211 systems

211 LA County – Selection of Search Category

211 LA County – Selection of Taxonomy Category

211 LA County – Inputting Keywords

211 LA County – Select from Service Options

Trip Planning Assistance

Customers use online system or call mobility specialists to get detailed ways to make a particular trip

- Works similarly to an online trip planner (like Google Maps)

- Can be integrated with a wide variety of automated data sources (real-time transit, taxi databases, walk/bike directions, carpool matching)

- Customers or mobility specialists still must contact service provider for trip booking

211 Vetlink – Online Trip Planner

211 Vetlink – Triage Questions

211 Vetlink – Service Selection

		Tuesday, September 27		-30 +30
	2:00 PM	2:30 PM	3:00 PM	3:30 PM
Base Fare				
$23.00*				Select
$0.00*	DAV Transportation			Select
*	Dial-a-Ride			Select

Trip Booking Assistance

Mobility specialists call provider to book trip on behalf of the customer

- Mobility specialists can both identify services and book trips for customers
- Makes it easier for customers to make more complicated trips, such as those requiring a transfer
- Can be linked with an online system, allowing mobility specialists to focus on most complex trips

Direct Trip Booking

Customers directly book trips via links to paratransit systems
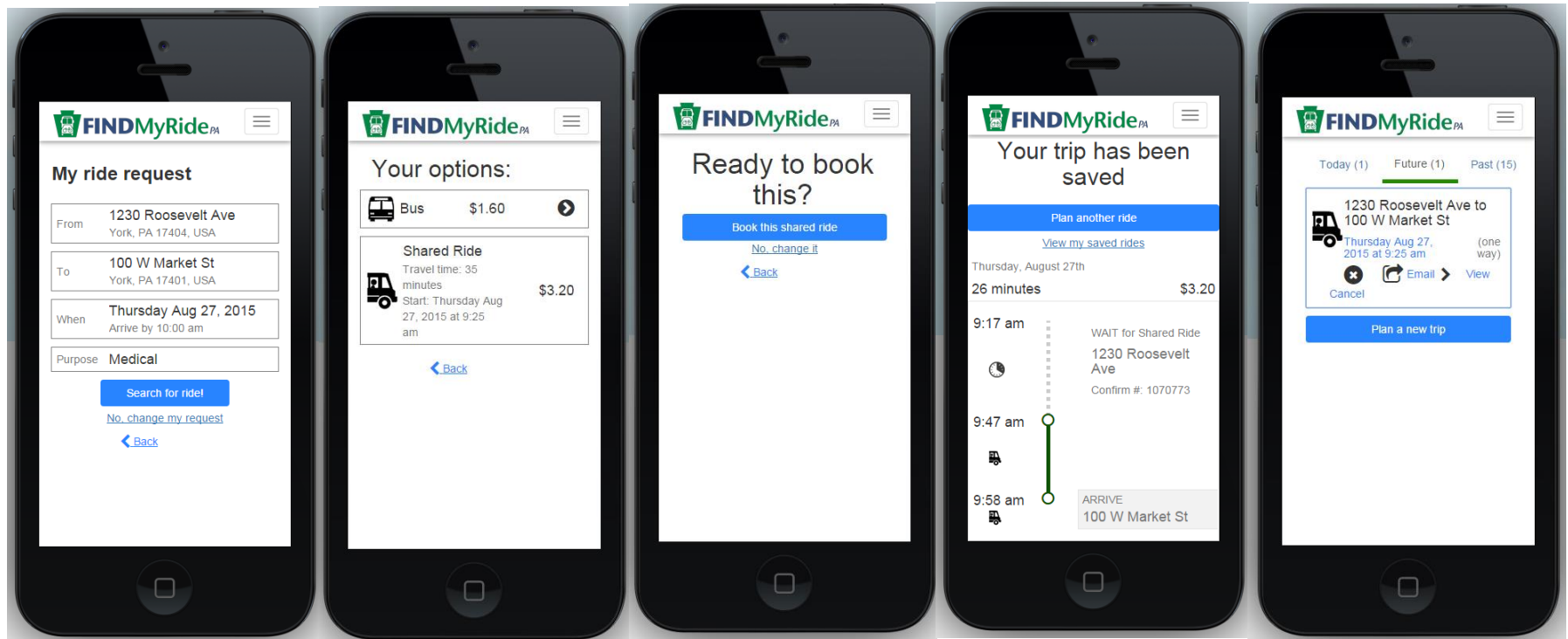
- Customers and mobility specialists can book trips without contacting provider

- Customers can create online user profiles, making it easier to find and book trips

- Enhances awareness and reduces barriers to using new services and providers

- Requires software integration amongst providers that often use different systems

FindMyRide PA – Paratransit Booking

What Linkages Exist in the District?

ride dc

District of Columbia 2-1-1
Answers, Please!

Seabury Resources for Aging®
Information and
Referral Line

reach a ride

1 Central Repository — **2** Matching Assistance — **3** Trip Planning Assistance — **4** Trip Booking Assistance — **5** Direct Trip Booking

What Functionality Would be Best for the District?

1 — Central Repository

2 — Matching Assistance

3 — Trip Planning Assistance

4 — Trip Booking Assistance

5 — Direct Trip Booking

Questions from the Community?

Next Steps