

## **Pittsburgh, PA**

*Where coordination makes mobility possible!*

### **ACCESS Transportation Systems**

#### **Pittsburgh, PA**

- Sponsored by Port Authority of Allegheny County
- ACCESS serves as broker
- 1.8 rides provided annually in coordinated system
- Over 125 sponsoring agencies
- Service provided by 8 companies – for profit and non profit with 430 vehicles

## **2005 United We Ride**

### **National Leadership Award**

Awarded to ACCESS for

Coordination of Human Service Transportation

### **An Aging City**

- Industrial roots
- Population decline
- Old infrastructure
- 23% of population over 60
- Transit dependent
- 45<sup>th</sup> largest city
- 14<sup>th</sup> largest transit system

### **Importance of the Service**

- Recent AARP national survey –
  - Transportation most requested service
  - Nearly every respondent cited need
  
- Life doesn't end when no longer able to drive
  
- Supports existing services and local economy
  
- Personal freedom – mobility – independence
  - I can go where I want
  - I don't have to ask for help

- Enables people to remain at home

### **Life is more than going to the doctor....**

#### **Why coordination?**

- Value of transportation to the community
- Eliminates duplication
- Creates more capacity
- Coordination of trips throughout sponsor base, everyone pays their share
- Improved efficiency reduces cost per trip

- Why have empty seats?

### **Create a system**

#### ***Coordination is the foundation***

- Transportation system vs. human service program

- Holistic

- Uses all modes in the community

- Focus on ride, not purpose

- Variety of attributes

- Responds to stated needs

- Multiple sponsors

- Leverage funds

- Create unique program offerings

- Avoid duplication – coordinate everything!

- Spend money like it's your own

### **ACCESS Service**

#### **A seat for everyone**

- ADA Paratransit – full compliance, strict eligibility

- 65 Plus Program – PA Lottery

- Area Agency on Aging

- Medical Assistance (Medicaid) Transportation

- Churches

- Nursing/personal care homes

- Veteran's Administration

- Community based human service agencies

- JARC – access to work

- Protective service, prisoners, community emergency

- Vanpool emergency ride home

- 27 years and still evolving

### **Distribution of ACCESS ridership**

#### **ACCESS nuts and bolts**

- Decentralized brokerage

- Broker coordinates supply and demand

- Reporting, service development, public face

- Responsible for managing revenues and costs

- General public fare structure

- Contract rates based on average cost

- Routine cost analysis

- Competitive contracting

- Hourly rates and productivity

#### **Brokerage Model**

Service providers

#### **ACCESS approach**

##### ***Each sponsor is a customer***

- One size does not fit all

- ACCESS offers sponsors a menu of services including:

- Sponsor decides eligibility of people and trips
- Sponsor requires cost sharing, if any
- Invoicing as requested, accountability
- Sponsor may request special accommodations
  - For clients
  - For service design
- Sponsors pay their fair share – including portion of administrative cost

### **Cost sharing**

#### **Agencies and consumers**

- Agencies that buy in are sponsors
- Sponsors pay a share
- Sponsors subsidize part or all of customer fare
- Customers may have multiple sponsors

### **ACCESS Revenues**

### **Coordinating Service Modes**

#### **Matching the person to the mode**

- Making the best use of all available modes
- Mobility Management
- ADA service, job access, MATP
- Feeder to fixed route

#### **Port Authority's ADA Program**

#### **Acknowledging constraints - Sharing innovations**

#### *Managing the growth of Medical Assistance Transportation*

- Strong partner- commitment to paying fully allocated cost vs. fare
- Ridership and costs rising
  - pressure from state to control
- Applying ADA eligibility to MATP - Least expensive, most appropriate mode
- Functional assessments conducted by PT/OT staff
- Provide convenient distribution of transit fare instruments, trip planning
- 57% of MATP applicants found able to use bus

### **MATP Ridership Trends**

#### **Pennsylvania's**

#### **Shared Ride Program**

- Strong funding foundation
- Funds only coordinated systems
- Multi-modal
- Lottery funds subsidize paratransit and fixed route for those aged 65 and over – administered by PennDOT
- True fare subsidy
  - Public transportation vs. human service
  - Eligible programs may act as third party sponsors – over 100 participate locally
  - Maintaining service efficiency provides cost recovery through fares
  - Huge base of support in community

### **Providing the kind of service seniors want**

- Door to door
- Driver assistance
- Affordable
- County-wide – 7 days per week, 365 days per year, 6 AM-midnight
- No trip purpose priorities
- Partners:
  - PennDOT
  - Port Authority / ACCESS

### **Area Agency on Aging**

- Transportation supports all AAA sponsored services
  - Senior Centers, grocery shopping
  - Adult Day Health
  - Home and community based waiver programs
  - Senior Companions / Senior Employment
  - Health care and medical appointments
- Leverage lottery (PennDOT) funds
- 500,000 rides annually

### **Remote Work Locations**

#### **Feeder to Fixed Route**

#### **Job Access**

- Partners:
  - TMAs
  - WIB
  - Local non-profits
  - Pittsburgh Foundation
  - Port Authority of Allegheny County
  - ACCESS
  - JARC funding

#### **Flexibility**

- Providing level of service customers need
  - Managing multiple sponsor eligibility
  - Cost sharing
  - Special requests
- Customizing invoices and reporting
- Service Design
  - Advance reservation
  - Same day service
  - Community Circulators

#### **Neighborhood based service – *Elder Express***

- Community circulator
- Links to transit stops senior center, shopping and activity centers
- Small co-pay
- Partners:
  - United Jewish Federation Foundation

- Ladies Hospital Aid Society
- Jewish Community Center
- PennDOT
- Port Authority/ACCESS

**Community Based Human Service**

- Great need - limited resources
  
- Helping smaller agencies afford to provide a ride

- Marginal costs of empty seats

- Off peak service
- Pregrouping
- Local service

**Person Centered Solutions**

**Adult Day Health**

**Frail Seniors**

- Consumers require supervision
- Door through door, hand to hand assistance
- Partners
- Area Agency on Aging
- PDA Waiver Program
- Easter Seals Adult Day Care

**Service Modifications**

- Customers who benefit from routine
- Same driver
- Same route
- Same passengers
- In return - negotiate agency service
- Partners:
- Port Authority/ACCESS
- Allegheny County DHS
- Mercy Behavioral

**Family Friendly Solutions**

- Grandparents as primary caregivers
- Disability may prevent use of bus
- No car in family
- Caring for several young children
- “Lending” car seats
- Car seats remain with vehicle

**Non Traditional Sponsors**

- Churches / Synagogues
- Permitted to leverage lottery funds
- Subscription service

- Partners

- PennDOT

- Port Authority/ACCESS

- First Presbyterian Church of Edgewood

- Deliverance Baptist Church

- Temple Sinai

- Finding solutions**

- Immediate response, accessible vehicles

- Domestic violence

- Protective Service

- Victim, witness, prisoner transportation

- Cost effective

- 5310 funds - acquire accessible taxis

- Partners

- Port Authority / ACCESS

- Pittsburgh Action Against Rape

- Yellow Cab

- PennDOT

- Pennsylvania PUC

- Allegheny County Sheriff and District Attorney

- Public Private Partnership**

- ACCESS Service Delivery**

- For Profit and Non-Profit Providers**

- Pennsylvania**

- What we did right*

- Coordination required by legislation

- Lottery funds

- Create transportation programs used by human service agencies

- Basic “shared ride program” in every county

- Supplements fixed route – not replacement

- A public transportation mode

- Other sponsors added on

- MATP, seniors and ADA service coordinated in virtually every county

- Sufficient, predictable, dedicated funding

- Service managed by transportation agencies

- PennDOT has key role

- Follow the money**

- Significant public funds spent on transportation

- Multiple sources – state, federal and local

- Explicit - mandated

- Medicaid

- ADA paratransit

- Pupils

- Part of “personal” human service budgets

- Home and community based waivers

- Community Development Block grants

-Capital costs

■5310

■Facilitation of coordination at state and local levels is valuable

### **You can't force cooperation....**

■States can demonstrate leadership

■Incentives vs. mandates

-Funding base

-Purchasing

■Eliminate barriers

-Reporting requirements

-Conflicting policies and program goals

-Competition for funds

■Resources

-United We Ride

-CTAA Ambassadors

■Everyone does what they do best

### **What's in Store?**

#### **Trends**

■More customers with disabilities

■Longer trip lengths

■More demanding customer base

-Comparing paratransit to responsiveness of driving

■Increasing costs

-Fuel / Insurance

-Qualified workforce - Labor costs

-Efficiency – less ride sharing

■Increasing demand on agencies / budgets

■Balancing multiple / diverse needs

■Flexibility - responsiveness

#### **Outcomes**

##### ***Rising tide lifts all boats***

■Resulting system is greater than the sum of all it's parts

-Improved driver standards

-Accessibility, reliability

■Economies of scale achieved

■Benefit to unaffiliated consumer – previously underserved or unserved

■Collaborative community network developed advocacy in many areas

### **Welcoming everyone aboard**

#### **Making sure you are safe**

#### **Sharing the ride and our resources**

**ACCESS...**

**A community working together**

**Connecting people to life**