Mobility Services for All Americans Initiative
Human Services Transportation Coordination Workshop
September 5, 2008
Bryan D. Smith
Portage Area Regional Transportation Authority
Presentation Outline

- Project Area Overview
  - Demographics
  - History
  - Existing Structure
- Coordination: The Old vs. The New
- Stakeholder Involvement
- Getting the Ride
- Getting the Data
- Open Discussion/Questions
Background

- Portage and Geauga Counties
  - Northeastern Ohio, central to Cleveland, Akron, Canton and Youngstown
  - Portions of two counties are suburbs for larger communities
  - Travel between counties on State highways
  - Significant local interest in coordinated service delivery
  - Currently no inter-county trips or shared resources between counties
Background (cont.)

- **PARTA Service Area Statistics**
  - 507 Square Miles, Population of 152,061 (2000 census)
  - Sales tax levy generates 50% of the operating revenue
  - 5 cities (51% of population), 7 villages and 18 townships
  - 7.4% of all one person households include a resident that is 65 years or older
  - 9.3% of population below poverty line (5.7% over 65 years)
  - 14.4% of population has a disability

- **PARTA’s Services**
  - 8 human service transportation contracts
  - Countywide demand response
  - Fixed route (including service to Cleveland and Akron)
Geauga County Statistics

- 408 square miles, Population of 94,602 (2000 census)
- Funded through Geauga County Board of Commissioners
- 1 city (Population 5,000), 4 villages, 2 unincorporated, 16 townships
- 6.9% of all one person households include a resident that is 65 years or older
- 4.6% population below poverty line (5.1% over 65 years)

Geauga County Transit Authority

- 20 human service transportation contracts
- Countywide Demand Response
- Currently No Fixed Route
Background (cont.)

- **Existing ITS Architecture**
  - Trapeze PASS for demand response automated scheduling and dispatching for ADA service (4 years) at both agencies
  - PARTA has additional technology:
    - Fixed Route Scheduling & Runcutting
    - Operation Management
    - AVL and GIS mapping for fleet
    - Mobile Data Computers
  - State controls 511—not currently running
  - 211 for Human Service Information in both counties
Related concurrent initiatives/activities

- Related Projects:
  - Ohio Transportation Partnership
  - Ohio Coordination Grant Program
  - Specialized Transportation Program
  - AMATS Area Coordinated Public Transit Human Service Transportation Plan
  - NOACA Coordinated Transportation Plan
  - Job Access and Reverse Commute and New Freedom Grant Application for the AMATS Area
  - Addition of a Director of Mobility Management to PARTA Staff
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Project Overview

- Why Coordinate?

- State Governors & Cabinet Secretaries
  - Federal Agencies
  - Grant $s
  - Local Government

- HHS
  - Development Disabilities
  - Medicaid Program
  - Substance Abuse-Mental Health
  - Health Resources & Services
  - Head Start
  - Assistant Secretary Planning Evaluation
  - Centers for Independent Living
  - Rehabilitation Services Administration
  - Office of Special Education Programs
  - Office of Disability Employment Policy
  - Employment Training Agency
  - National Highway Traffic Safety Administration
  - Departmental Office of Civil Rights

- Education
  - Temporary Assistance for Needy Families
  - Family Assistance
  - Medicare & Medicaid Services
  - Office of the Secretary
  - Child Care Bureau
  - Social Services Block Grant
  - Community Services

- Transportation
  - Urbanized Grant Program
  - Federal Transit Administration
  - Rural Grant Program
  - ADA Paratransit
  - Job Access Reverse Commute Program
  - Assistant Secretary for Transportation Policy

- Labor
  - Office of Disability Employment Policy
  - Temporary Assistance for Needy Families
  - Family Assistance
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- Health Care
  - Health Resources & Services
  - Centers for Independent Living
  - Rehabilitation Services Administration
  - Office of Special Education Programs
  - Office of Disability Employment Policy
  - Employment Training Agency
  - National Highway Traffic Safety Administration
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- State Governors & Cabinet Secretaries
  - Federal Agencies
  - Grant $s
  - Local Government

- Local Government
  - Medical Transit Provider
  - Private Taxi
  - Head Start
  - ADA Paratransit
  - Job Access Reverse Commute Program
  - Assistant Secretary for Transportation Policy

- Independence
  - Disability Service Provider
  - Local Transportation Authority

- Employment
  - Urbanized Grant Program
  - Federal Transit Administration
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- Education
  - Urbanized Grant Program
  - Federal Transit Administration
  - Rural Grant Program
  - ADA Paratransit
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- Health Care
  - Urbanized Grant Program
  - Federal Transit Administration
  - Rural Grant Program
  - ADA Paratransit
  - Job Access Reverse Commute Program
  - Assistant Secretary for Transportation Policy

- Shopping
  - Urbanized Grant Program
  - Federal Transit Administration
  - Rural Grant Program
  - ADA Paratransit
  - Job Access Reverse Commute Program
  - Assistant Secretary for Transportation Policy

- Recreation
  - Urbanized Grant Program
  - Federal Transit Administration
  - Rural Grant Program
  - ADA Paratransit
  - Job Access Reverse Commute Program
  - Assistant Secretary for Transportation Policy

- Family
  - Urbanized Grant Program
  - Federal Transit Administration
  - Rural Grant Program
  - ADA Paratransit
  - Job Access Reverse Commute Program
  - Assistant Secretary for Transportation Policy

- Independence
  - Urbanized Grant Program
  - Federal Transit Administration
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Why will Coordination be different now?

**Shared Resources**
- The old paradigm

**VS.**

**Shared Access**
- The new paradigm
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Stakeholder Participation

- **Stakeholders**
  - any person or agency affected by the coordination (or lack thereof) of transportation

- **Steering Committee Members**
  - small group (eight in ours) of leaders to provide policy level guidance for OTTO

- **Phase 2 Partners**
  - Agencies and Providers that will potentially receive technology as part of the implementation grant
Stakeholder Buy-In

- Listening
- Concrete examples
- Realistic goals
- Different project experience
Portage and Geauga Stakeholders

- County Boards of Mental Retardation and Developmental Disabilities
- Geauga Board of Commissioners
- County Job and Family Service
- Geauga County Dept. of Emergency Services
- Portage County EMA
- Family and Community Service of Portage
- Community Action Council
- Geauga County Family First
- Ravenwood Mental Health Services
- Geauga County Department on Aging
- Geauga Metro Housing Authority
- Geauga American Red Cross
- Independence of Portage County
- Portage-Geauga One Stop
- Easter Seals of NE Ohio
- United Way of Portage
- United Way of Geauga
- Catholic Social Service of Geauga County
- Portage County Kidney Center
- Family and Children First Council of Portage
- Catholic Charities of Portage County
What the Stakeholders Told Us:

- **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 through the brokerage of transportation resources
  - 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
Welcome to NEOTTO

Portage Area Regional Transportation Authority (PARTA) and Geauga County Transit are recipients of a United We Ride and Mobility Services for All Americans (MSAA) grant to design a coordinated human service transportation system for Portage and Geauga counties.

This project will use Intelligent Transportation Systems (ITS) for the purpose of connecting reservations, scheduling, dispatching, reporting and billing functions throughout the region. The final design will provide the citizens of Portage and Geauga counties one convenient access point for all transportation services.

This website will update the citizens of Northeastern Ohio on the project development and design process.

Our Partners

Our partners have committed to design a coordinated transportation system that is scalable and scalable using state-of-the-art transportation management technologies.

Click on the logos above to find out more about the NEOTTO partners.

Gallery

Follow the progress of the NEOTTO project by reading our online journal and view recent news and other events.
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We have clients with transportation needs.
Rider or Agency contacts OTTO

<table>
<thead>
<tr>
<th>Ride needed</th>
<th>Contact</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th>Ride Provided!</th>
</tr>
</thead>
</table>

[Image of a phone] [Image of a person in a wheelchair] [Image of a mobile phone] [Image of a person on the phone] [Image of a fax machine]
<table>
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</thead>
</table>

Request is put into the OTTO system
OTTO Searches for a ride solutions in the system

Ride needed | Contact | Input | Search | | | Ride Provided!

Auction process with transportation providers
OTTO displays possible solutions based upon the passenger’s needs and capability of providers.

| Ride needed | Contact | Input | Search | Display | Ride Provided! |
Rider or Agency picks the preferred solution

| Ride needed | Contact | Input | Search | Display | Picked | Ride Provided! |
OTTO sends the provider ride details instantly via the internet.

<table>
<thead>
<tr>
<th>Ride needed</th>
<th>Contact</th>
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<th>Display</th>
<th>Picked</th>
<th>Booked</th>
<th>Ride Provided!</th>
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<td>Confirmed</td>
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Provider confirms receipt of the ride

Rider receives confirmation of provider and ride time
This process is complete in the amount of time it takes to make a telephone call.

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A single point of access allows the caller to get their ride without having to reach multiple providers.
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Driver confirms service using on-board computer

<table>
<thead>
<tr>
<th>Time</th>
<th>Ride Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>17:05</td>
<td>PULL OUT</td>
</tr>
<tr>
<td>17:15</td>
<td>MR Micheal Caine, SC, SEAGULL RESTAURANT: 535 IRVING ST,</td>
</tr>
<tr>
<td>17:39</td>
<td>MR Marv Albert, AM, GRANADA CAFE: 4753 MISSION ST,</td>
</tr>
<tr>
<td>17:57</td>
<td>MR Micheal Caine, 3006 INGALLS ST, SAN FRANCISCO 94124</td>
</tr>
<tr>
<td>18:05</td>
<td>MR Marv Albert</td>
</tr>
</tbody>
</table>
OTTO guarantees accuracy of automatic data.

Ride data sent to OTTO instantly and accurately.

<table>
<thead>
<tr>
<th>Ride Provided</th>
<th>Data</th>
<th></th>
<th></th>
<th>Ride Provider Paid</th>
</tr>
</thead>
</table>
OTTO stores data in a secure database

Ride Provided | Data | Write | | | Ride Provider Paid

Non-proprietary database for multiple platforms
Agency or Provider can request reports in any format.

Query

Reports can be delivered on paper or electronically.
Agency can approve payment or request more information.

This optional step lets agencies maintain fiscal control.
Records are guaranteed accurate and audit-ready

Approve 

Records 

Ride Provider Paid

Records are kept for each agency as long as needed.
Provider is paid for the service rendered in a timely fashion.

Payment could be with check or direct deposit.
From ride provided to ride accounted and paid for in record time!

This automated process reduces the wait time from duplicate data entry. Straight from the vehicle to the desk of the approving entity.
OTTO Family of Services

• Information (Real time, accurate, and useful)
• Reporting
• Automatic Billing
• Cooperative Purchasing (potentially)
• Supplier of IT infrastructure (On-board computers)
• Standard Setting Body (cooperatively determined)
• Travel Training

Cafeteria-style selection—pick what works for you!
EMA and OTTO can work together to protect those most in danger.
Staged Implementation Approach

Stage One
- Partner Work Sessions and Data Collection
- TMCC Software Development
- Software and Hardware Install
- Partners Pilot TMCC
- Refine TMCC Design
- Go Live with TMCC

Stage Two
- Phases and Partners added as funds allow
- Electronic Fare Cards
- Automated Phone Response

Stage Three
- Customer Web Booking
- Mobile Data Terminals
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