OATS, Inc.

Coordination of Rural Transportation with the assistance of Technology

Presented by Tracy Walkup
OATS Midwest Regional Director
MBA, CCTM
OATS Mission

To provide reliable transportation for transportation disadvantaged Missourians so they can live independently in their own communities.
What is OATS?

OATS, Inc. is a private, not-for-profit corporation that provides specialized transportation for senior citizens, people with disabilities and the rural general public in 87 Missouri counties. OATS, Inc. is no longer “Older Adults Transportation Service”, but is a public system available to all types of rural Missourians, including:

- People who live in rural areas, regardless of age or income
- People who are senior citizens
- People with disabilities
- People who use service animals (allowed on all OATS vehicles)
- People on Medicaid needing non-emergency medical transportation
- People who use oxygen tanks and other necessary medical equipment
The role of OATS volunteers

OATS was founded in 1971 by a group of volunteers who saw a need for transportation in Missouri’s rural areas. Today, over 1,000 OATS volunteers continue to make transportation possible. They also…

- Serve on County Support Committees
- Serve as local Contacts in their community
- Assist with fundraising
- Assist with publicity and outreach
- Recruit new riders
- Advocate for public and rural transportation
- Meet “in-kind” goals
- Serve on the statewide Board of Directors
Geographic Boundaries of OATS
Executive Order 13330

“The development, implementation, and maintenance of responsive, comprehensive, coordinated community transportation systems is essential for persons with disabilities, persons with low incomes, and older adults who rely on such transportation to fully participate in their communities.” ~ George W Bush

OATS Mission Statement: To provide reliable transportation for transportation disadvantaged Missourians so they can live independently in their own communities.
The Need
Internal OATS upgrades
Hardware and Software Upgrades

- **Software – Trapeze**
  - Routing
  - Client Database and Maintenance
  - IVR
  - Complaint Module
  - AVL
  - Canned Reports

- **Hardware – Mentor Rangers**
  - On-vehicle scheduling
  - Performing and No-Showing clients
Going “Live” Day One

- No one was happy on day one!
  - Drivers
    - No more 30-minute allocations for 1 mile trips
    - They all HATED the MDCs
  - Clients
    - No more driver showing up early and waiting for them
    - They HATED the new routing software
  - Office Staff
    - Drivers calling in to complain, clients calling in to complain, MDCs not working properly
Running “Live” Today

- **Drivers**
  - Drivers are accustomed to staying busy all day
  - They are unhappy if they don’t have an MDC

- **Clients**
  - Most are patient until 10–15 minutes after their requested pickup

- **Office Staff**
  - Occasional bugs cause issues
  - Phones are an issue because we are so much busier
Trapeze in a live environment
Trapeze in a post-trip environment
Coordination of Human Services Programs through Technology

- **Separation of Contracts Pre-Trapeze**
  - Estimated Allocations
    - Often done if more than one contract was represented on a vehicle
  - Complete Separation
    - For some contracts, a bus was only used during certain timeframes for a specific contract

- **Separation of Contracts Post-Trapeze**
  - No estimates or complete separation is necessary
    - Live MDC trips track the exact time and miles for each client when the driver “performs” the action
    - Post trip is entered from the time and miles on the tripsheet
## Ridership Changes

<table>
<thead>
<tr>
<th>Trip Purpose</th>
<th>Units 2009</th>
<th>Units 2012</th>
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</thead>
<tbody>
<tr>
<td>Shopping</td>
<td>16,416</td>
<td>16,807</td>
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<tr>
<td>Nutrition</td>
<td>21,992</td>
<td>18,266</td>
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<tr>
<td>Medical</td>
<td>45,893</td>
<td>54,253</td>
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<tr>
<td>Business</td>
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<td>Recreation</td>
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<td>Employment</td>
<td>16,551</td>
<td>27,131</td>
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<tr>
<td>En route Stops</td>
<td>112,445</td>
<td>92,578</td>
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<tr>
<td>Trip Class</td>
<td>Units</td>
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<tr>
<td>In-Town</td>
<td>79,511</td>
<td>117,267</td>
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<tr>
<td>Within County</td>
<td>13,865</td>
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<tr>
<td>Adjoining County</td>
<td>20,393</td>
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<tr>
<td>Beyond Adjoining</td>
<td>8,723</td>
<td>7,150</td>
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Lessons learned

1) CAD
   • The key word is “aid”

2) Coordination
   • It is easy to coordinate human services programs!
   • It is not easy to coordinate transportation providers!

3) Legacy tables = reporting nightmares
   • The trade off between a track record and new software

4) Cellular “holes”
   • Dropping off the grid in rural areas
     • Cost vs. Coverage from Cellular to Satellite

5) Gaps in 911
   • The entire system relies on geocoding
Lessons learned cont...

6) Signature Capture
   • Saving a tree is wonderful in theory

7) Drivers entering clients on an MDC
   • Time consuming!

8) Off the shelf software
   • OATS is unique and so are you!
     • We have had some surprises as we have gone through this change because we are so unique.

9) Need for interaction
   • Proprietary software does not allow writing back
     • Medicaid Upload Program

10) Time savings?
Questions?