

SmartLink Mobility Management

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How Can Mobility Management Help Transit

- Needs analysis in geographic areas
- Provider Inventory- know resources
- County connection- Human Services
- County/City Comp plans- transit needs
- NIMS- disaster coordination
- Ensure no duplication of service
- Communication with Elected officials
- Grant writing/Grant applications



Non-Emergency Medical Transport

The County covered modes of transportation are:

- (1) client **reimbursement**, which includes client mileage reimbursement provided to clients who have their own transportation, or to **family** or an acquaintance who provides transportation to the client;
- (2) volunteer transport, which includes transportation by volunteers using their own vehicle; or the Hop Scott program driving a Scott County vehicle
- (3) unassisted transport, which includes transportation provided to a client by a taxicab or **PUBLIC TRANSIT**. If a taxicab or public transit is not available, the client can receive transportation from another nonemergency medical transportation provider;
- (4) assisted transport, which includes transport provided to clients who require assistance(door through door) by a non-emergency medical transportation provider;

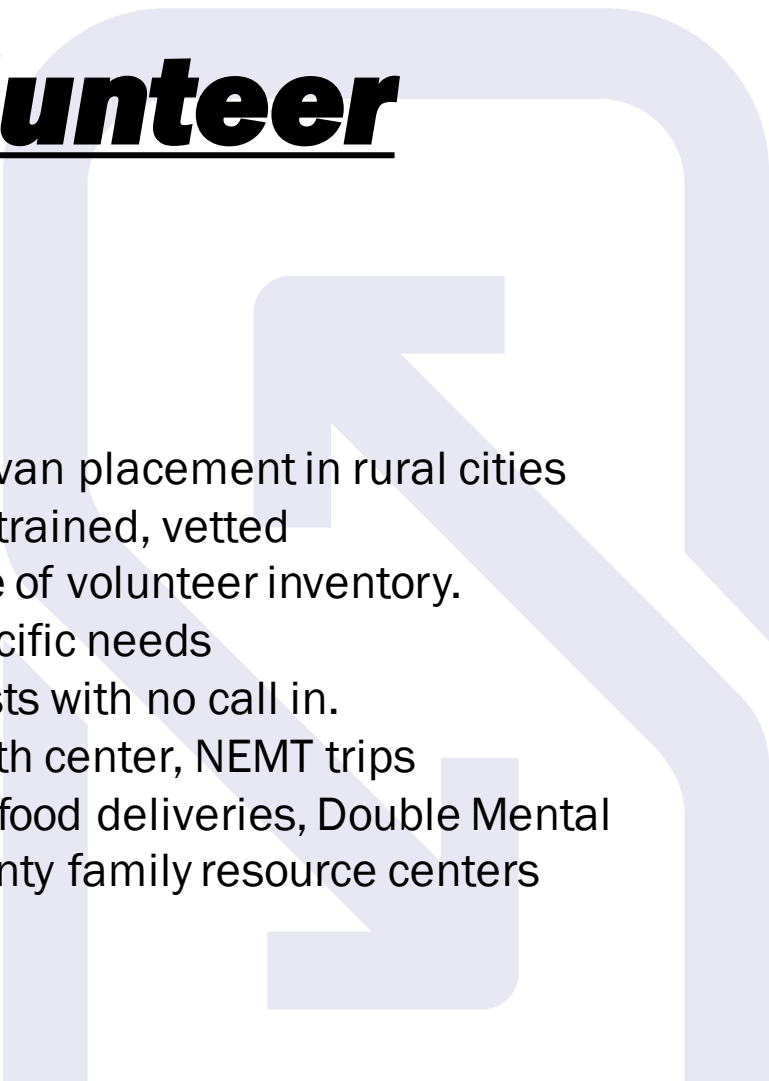
Hop Scott Volunteer





Hop Scott Volunteer

- **Current State**

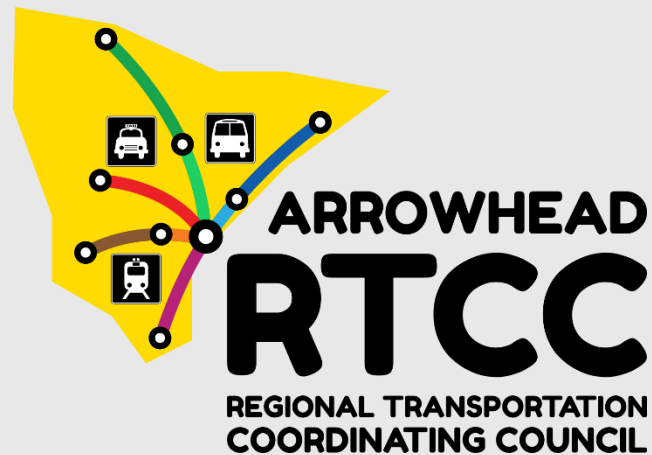
- First run January/2022- food delivery
 - Van check out software ready- allows van placement in rural cities
 - Volunteer drivers still being recruited, trained, vetted
 - Purposeful roll-out- not broad because of volunteer inventory.
 - Understanding specific users and specific needs
 - Software has potential to book requests with no call in.
 - 2 Food shelves, 1 County mental health center, NEMT trips
 - 2023 goals- Vet coordination, 3 more food deliveries, Double Mental health center, 10 new volunteers, County family resource centers
- 

Travel Training

Let's Ride The Bus!



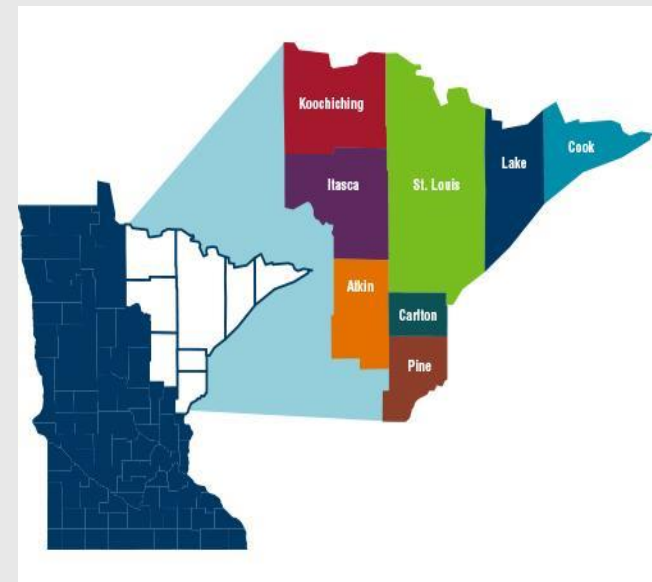
Arrowhead Regional Transportation Coordinating Council



**Beverly Sidlo-Tolliver, Principal Planner, ARDC
Planning; RTCC Coordinator**
**Gavin Bukovich, Associate Planner, ARDC
Planning;
RTCC Coordinator**

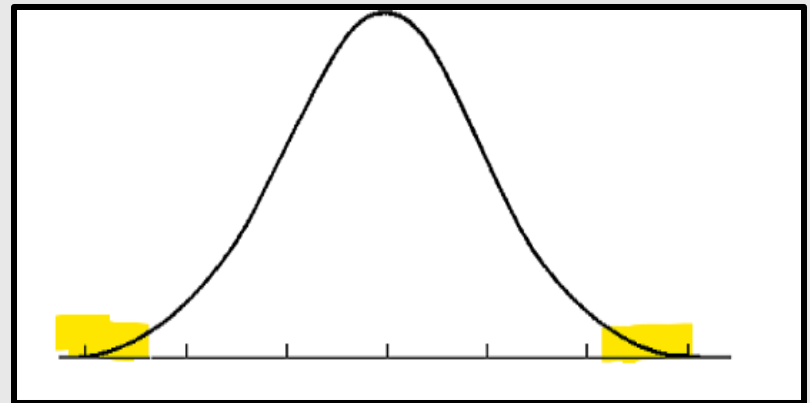
Summary and Mission Statement

- The purpose of the Arrowhead Regional Transportation Coordinating Council is to improve **access, availability, and options** for transportation services in Northeast Minnesota through increased **communication, coordination, and collaboration**.
- Developed as the entity to implement the priorities in the Local Human Services Transportation Plans
- 7 active RTCCs and 6 Twin Cities Area Transit Coordination Assistance Projects (TCAP) in Minnesota.
- State, Federal and Local match funding. Minnesota Department of Transportation's (MnDOT) provides technical assistance.
- RTCC provides feedback and opinions to Minnesota Council on Transportation Access (MCOTA) and Minnesota Department of Transportation.



Who is being supported?

- Supporting transportation needs for older adults, people with disabilities and low-income individuals
- Meeting the needs when public transportation is insufficient, inappropriate or unavailable.
- Often a relatively low number of a region's population requires human, social transportation compared to the entire region. But challenges that an individual face are significant – along with a complex process toward solution – key focus



How RTCC's can help you

How RTCC's build transportation supports

- Identify and create incentives to coordinate.
- Transportation decisions are made on the local level.
- Effective service before efficient service.
- Coordination reveals themes that cross industries.
- Stakeholder coordination cannot solve all the problems.

Identifying Incentives to Coordinate: RTCC and Agency Capacity Building

Supporting and Building resources

- Grant writing assistance
 - RAISE-Big Woods Transit
 - Mobility Mania
 - Cook County
 - St. Lukes (Duluth)
- Local Human Services Transportation Plan
- Advocacy with elected leaders
- Assisted with gathering data for state efforts for Greater Transit Feed Standard/Flex (GTFS)



Transportation Decisions are Made on the Local Level: Resources for Riders

DTA 'How to Ride a Bus Guide'

2,000 copies of the RTCC's DTA 'How to Ride a Bus Guide' was disseminated to agencies in the region.

The guide was result of feedback from a focus group held with members of The Arc Northland's People First.



Website and Transportation Directory

Arrowhead RTCC website was launched including comprehensive transportation provider directory, transportation resources, information on volunteer drivers, park and ride locations, and active transportation resources.

www.arrowheadrtcc.org

Web Transportation Provider Find Tool

Effective Service before Efficient Service:

Wii-doo-kaa-ge (Helping Others) NEMT Bois Forte/Big Woods Transit

RTCC and Building new Programs

Wii-doo-kaa-ge (Helping Others) NEMT Bois Forte/Big Woods Transit

- The idea started watching families struggle to transport family members to the only dialysis clinic which is located 65 miles away, 130 mile round trip.
- Non-Emergency Medical Transportation (NEMT) Rides not being fulfilled
- Vehicle Sharing Program- 4 mini vans each with one wheelchair position
- Volunteer Driver Program- Partnerships cultivated through RTCC
- Received 3-\$5,000 grants from Arrowhead Agency on Aging



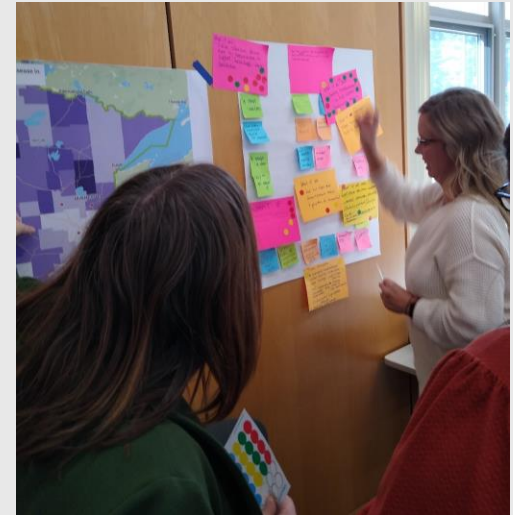
Effective Service before Efficient Service: National Center for Mobility Management Workshop

NCMM facilitated an Issue Focused Mobility Meeting

Problem identified: Some patients in Arrowhead region lack timely and reliable transportation to dialysis care leading to complications and hospitalization due to missed dialysis appointments.

September 26th at Carlton Transportation Building-30+ people participated in day long workshop

Established the current status of transportation for dialysis patients.
Explored: 'How might we...' and 'What if...'



Coordination Reveals Themes that Cross Industries: Getting Transit in the Forefront of Planning

Transit cannot solve all the problems

- Comprehensive structure of RTCC's.
- A spectrum of solutions to filling a rider's need can reduce the need for transportation.
- Engage with local transportation plans.
- Economic development-sustainability of rural communities.

Make The Ride Happen



Make The Ride Happen - Transportation Call Center

- ▶ This central location will have comprehensive information and connections to transportation in four counties; Outagamie, Calumet, Waupaca and Winnebago. If transportation is not available, Making The Ride Happen resources will work to fill the gaps.

Volunteer Driver Program



- Collaboration with Retired Senior Corps(RSVP) at Advocap and VolunteerFoxCities.
- Driver donates times dates that works best for them using a web based software program
- Operates Mon-Fri 8-5 Evenings/weekends as needed
- Requirements: clients need to safely get into passenger car
- Services Area is Fox Cities/Oshkosh/ Waupauca surrounding communities
- Can help with rides outside area for medical appointments

Bus Buddy-Travel Training



- Operates weekdays
- Volunteers help clients navigate bus routes
- Trip Planning
- Free service
- Client can ride with the bus buddy multiple times to gain confidence



world relief™



Winnebago **CATCH-A-RIDE**

How it works

- Technology
- Volunteer drivers
- Mileage reimbursement
- Riders
- Communities



Programs

- Employment transportation
- Ridesharing



Collaborative effort



- Northern Winnebago Dial-A-Ride
- Options for Independent Living



WISCONSIN WORKFORCE INNOVATION GRANT

- **Funded by: Wisconsin Department of Workforce Development**
- **Grant Recipients: Waupaca County Economic Development Corporation**
 - ▶ **Make the Ride Happen**
 - ▶ **Feonix – Mobility Rising**
- **Focus on Employment Rides as Top Priority**
- **Additional Capacity – Health, Wellness, Caregiver Support**
- **Community Development Manager Locally to Support Community Engagement & Partnerships**
- **Feonix Deploying 5 Vehicles – Offering Service 24/7 – Ensuring Rides Available for Night & Weekend Shifts, Volunteer Drivers, & Partnering with Taxi Services**

Waupaca
County



Catch-a-Ride

MOBILITY ECOSYSTEM

- **Feonix - Mobility Rising**
 - ▶ **MicroTransit**
 - ▶ **Volunteers**
- **Make the Ride Happen**
 - ▶ **Volunteers**
- **Waupaca Taxi-Public Transit**
- **Clintonville Taxi-Public Transit**
- **Additional Upon Demand & Request**



Tri Shaw Transit

- ▶ Cycling Without Age
- ▶ Effort to reduce isolation in our communities
- ▶ Offered to older adults and individuals with disabilities



Program Contact Info:

Make The Ride Happen

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**Center for Independent Living for Western Wisconsin, Inc.
New Freedom Transportation Programs 2023**

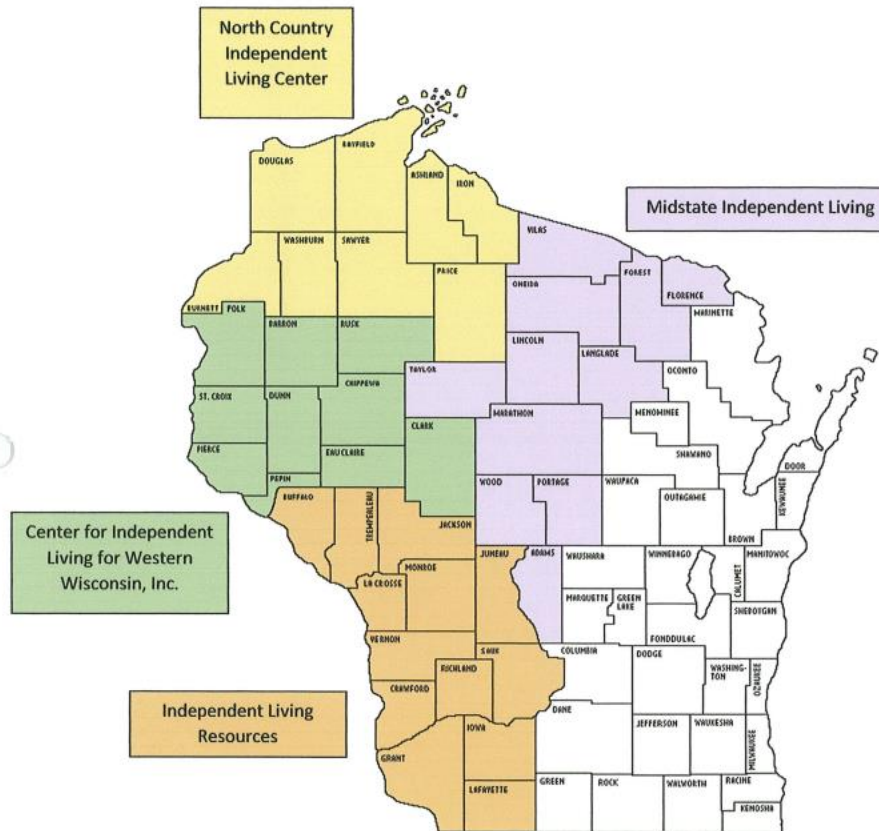


**New Freedom
Transportation Program**

CILWW's New Freedom Transportation Programs

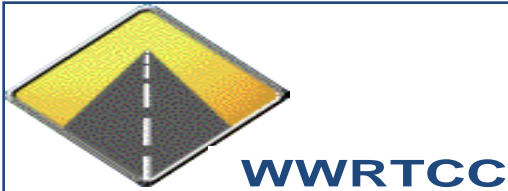
- **Local Mobility Management**
- **Regional Transportation Coordination**
- **Volunteer Driver Program**
- **Voucher Program**

The Center for Independent Living (CIL) has worked diligently to create a national model for its 42 County New Freedom Transportation Program. Three neighboring Independent Living Centers help to recruit volunteer drivers for CIL's NF program in their service areas shown below.



CIL's New Freedom program now covers 39,774 square miles (60.73% of WI)

Regional Activities

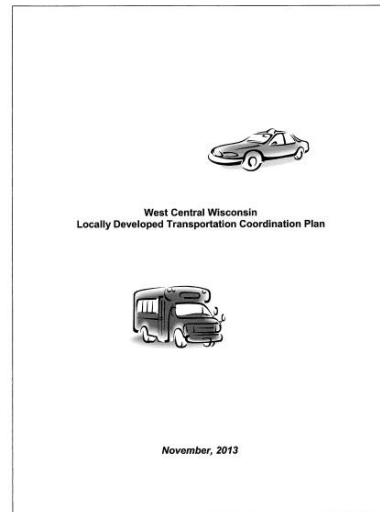


WWRTCC has it's own Regional Locally Developed Transportation Coordination Plan

Regional Coordination Plan
Western WI Regional Transportation Coordinating Committee
(Updated October 9, 2013)



Sub committee to coordinate regional trainings and streamline forms



Priority	Regional Strategies	Action steps	Person(s) Responsible	Timeline (by when)	Roadblocks to implementation
1	Expand Transportation Services to Meet Needs	Extend transportation services between cities and counties	RTCC/Mobility Manager	Ongoing	Long-term parcelation
		Find appropriate technology to regionally coordinate trips and funding	RTCC/Mobility Manager	Ongoing	Funding allocation, parcelation
		Centralize transportation information/coordination	RTCC/Mobility Manager	Ongoing	Cost, funding, willingness to participate
2	Advocate for Continued & Stable Funding	Create opportunities for users & providers to share concerns	RTCC/Mobility Manager	Ongoing	Time
		Advocate for Regional Transit Authority (RTA)	RTCC/Mobility Manager	Ongoing	Politics
		1. Strengthen language to support 2. Funding 3. Education	RTCC/Mobility Manager	Ongoing	all stakeholders
		Maintain transit in a dedicated fund at all levels	RTCC/Mobility Manager	Ongoing	Legislation
3	Coordinate & Collaborate Regionally	Advocate for retention and needed changes to 80-21	RTCC, Mobility Manager	Ongoing	Legislation
		Restore 10% across the board transit community wide	RTCC/Mobility Manager	Ongoing	Politics, turf issues
		Advocate for financial incentives to track and collaborate regionally	RTCC/Mobility Manager	Ongoing	Participation
		Develop regional coordination for existing	RTCC/Mobility Manager	Ongoing	Program rules
		Coordinate to minimize the transportation silos	RTCC/Mobility Manager	Ongoing	Participation and consensus
4	Maintain Regional TCC	1. Advocate for regional administration of non-emergency Medicaid transportation	RTCC/Mobility Manager	Ongoing	Program rules, participation
		Acquire data to determine appropriate level of coordination and to promote it to public and policy makers, locally & statewide	RTCC/Mobility Manager	Ongoing	Program rules, participation
		Develop plan for regional services with uniform program ideas	RTCC/Mobility Manager	Ongoing	Program rules, participation
		1. Work groups - orientations, applications	RTCC/Mobility Manager	Ongoing	Program rules, participation
		Review and maintain job description for mobility manager	RTCC members, CLWW	Ongoing	Reaching consensus
		Expand Participation process	RTCC reps	Ongoing	Funding, participation
5	Maintain Regional Mobility Manager for Region	Provide in-kind match	Counties, all stakeholders	Ongoing	Participation of all stakeholders & counties
		Participate actively in regional TCC activities	RTCC members	Ongoing	Commitment, funding
		Establish Staging Committee	RTCC Members	March, 2014	Commitment, time, logistics, staffing
		Support Regional Mobility Manager	RTCC, CLWW	Ongoing	Funding, commitment
		Continue to Secure funding	RTCC, CLWW	Ongoing	Funding, staff time, participation

Regional Activities



Regional Driver Trainings



VETERANS TRANSPORTATION SUMMIT



Sponsored by CILWW: The Center for Independent
Living for Western Wisconsin

Help us build a successful
Multi-County Veterans
Transportation Program





“**Mobility Management** is the practice of using all available resources, and developing new ones, to improve mobility, increase efficiency and reduce cost.”

Wisconsin Department of Transportation coordinated Mobility Management trainings from 2008 through 2010. Due to lack of available funding the DOT could not continue the trainings so we established the Wisconsin Association of Mobility Managers (WAMM). WAMM created extensive trainings and offers also a professional certification process with these valuable trainings. It takes an average of 3 years to become certified. WAMM website; www.wi-mm.org
There is a complete list of all WI MM's who belong to the Association on this website. Denise Larson, Regional Mobility Manager for CIL helped create WAMM and served on their board of Directors for 10 years.

Community Partnerships have provided the following valuable resources

The New Freedom Transportation Program has over 40 funding partnerships

➤ **FACILITY SPACE** Meetings and trainings

➤ **VOLUNTEERS** Over 165,721.00 volunteer hours given 2019-2022
Volunteer time value = \$24.69 per hour (over \$4,091,651.49)

➤ **EVENTS**

➤ **MARKETING**

➤ **CAPITOL AND OPERATING SUSTAINABILITY**

Community Partners

➤ **Managed Care Organizations**

➤ **85.21 Programs**

➤ **County Social Services**

➤ **Community Foundations and Trusts**

➤ **Transit Agencies, Transit Commissions and Transportation Coordinating Committees**

➤ **Veteran's Services**

Community Partners Continued

➤ **Food Pantries**

➤ **Federal RTAP Scholarships**

➤ **Indigo (North Country Independent Living), Midstate Independent Living Choices , Independent Living resources.**

➤ **Riders co-pays**

➤ **State of WI Workforce Development**, Employment and Training Division,
Veterans Employment

Community Partners Continued

➤ **Disability Groups**

➤ **United Ways**

➤ **University of Wisconsin Stout, Disability Services**

➤ **Volunteer Drivers**

➤ **CAP Agencies**

➤ **West Central Wisconsin Regional Planning Commission, Regional Planner**



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