Central Louisiana

Coordinated Human Services Transportation
Coordinated Human Services Transportation Program

**PURPOSE**
Facilitate inter-agency transportation coordination in Region 6

**GOAL**
Reduce transportation inefficiency & service duplication, simplify access & mobility, and effective use of resources.

President Bush signed into law Safe, Accountable, Flexible, Efficient, Transportation Equity Act - A Legacy for Users (SAFETEA-LU) $244.1 Billion

President Obama signed into law Moving Ahead for Progress in the 21st Century (MAP-21) $105 Billion

President Obama signed into law Fixing America's Surface Transportation (FAST) Act

**Regional**
- 2005: RAPC Initiated D6 Coordinated Planning Process
- 2007: RAPC Adopted First D6 Coordinated Plan
- 2009: RAPC Adopted D6 Coordinated Plan Update
- 2011: RAPC Began Quarterly D6 Coordinated Meetings
- 2012: RAPC Adopted Second D6 Coordinated Plan
- 2015: RAPC Adopted D6 Coordinated Plan
- 2018: RAPC Adopted Third D6 Coordinated Plan
- 2019: RAPC launched Central Louisiana Coordinated Transportation Coalition (CLCTC)

**National**
District 6 Human Services Transportation Providers

- Avoyelles: ACOA*, ASDD*
- Catahoula: CARC*, CCOA
- Concordia: CCOA
- Grant: LADD*, LCOA
- LaSalle: LADD*, LCOA
- Rapides: ATRANS*, ARCR*, RCOA, RSSC*, St.MARY’s*, VAMC, TOB*
- Vernon: VCOA*
- Winn: WCOA*

Public & Human Service Transportation Providers - District 6

- 16 Total Vehicle Services
- 15 Specialized Services
- 36 Service Vehicles w/ lift or ramp
- FTA Funded

Louisiana - District 6
Coordinated Human Services Transportation Plan

Coordinated Plan Hierarchy

Vision & Mission

- Goals
  - Awareness
  - Mobility
  - Connectivity
  - Advise

Prioritized Strategies

Desired Outcomes
Coordinated Human Services Transportation Outreach

Targeted Outreach

Themes
- Education
- Political
- Medical
- Low Income

Venue
- Transit Providers
- Human Service Agencies
- Major Employers
- Education & Medical Org.'s
- Public Agencies Cities / Parishes

Method
- Site Visits
- Interviews
- Public Meetings
- Focus Groups
- Surveys
  - Workshop Survey
  - Human Service Agency Survey
  - Transit Provider Site Survey

Demographics
- Disabled
- Senior
- Rural
- Urban

Community Development
Veterans
Faith-Based
Workforce Development
Human Service Health Agencies in Region 6

57% Noted client transportation needs increased compared to last year.

**Transportation Service Availability**
- 80% Do not subsidize client transportation.
- 50% Do not provide transportation service.
- 38% Offer limited transportation service.
- 25% Arrange for transportation service; clients responsible for follow-up

**Transportation Service Difficulty**
- 86% Clients often have difficulty with transportation for NEMT.
- 50% Clients often have difficulty with transportation for work trips.
- 38% Clients often have difficulty with transportation for rehabilitation / treatment.
- 25% Clients often have difficulty with making same-day trip reservations, trips outside available public transit service area, trip planning, and accessing information.

Source: CLCTC Questionnaire Parts I & II: Results & Highlights Report, April 2019.
Service Gap Analysis - Key Findings

- **Funding** needs are growing faster than revenues — especially operating.
- Demand for **healthcare access** in the region is increasing.
- Lack of **transportation awareness and information** and referral services.
- **Transit access** — many comments focused on the lack of availability and accessibility.
- **Spatial gaps** — areas of our region that are either difficult or impossible to reach by public transportation.
- Long waiting lists for community-based waiver programs limits transportation **program eligibility**.
- **Temporal gaps** — points in time that lack service.
- Lack of available, qualified **drivers** limits service.
- **Barriers facilitating trips** between the urban and rural ADA paratransit & specialized service providers remain.
Addressing Barriers - Coordination

**Create Coordination Coalition**

**Primary Outcome**
Consistent communication between relevant stakeholders and transportation providers

**Secondary Outcomes**
- Increased coordination of transportation services
- Reduced operating costs
- Better provision of social services

**Service Coordination**
- 80% Interested in coordination of client trips
- 75% Interested in staff & travel training
Addressing Barriers - Funding

**Coordination Barriers**

- **80%** Identify funding as a barrier to coordination
- **40%** Not enough equipment

**Primary Outcome**

- Increased funding opportunities for transit operations

**Secondary Outcomes**

- Increased opportunities to coordinate transportation services
- Increased transportation service options
- Increased driver availability
Addressing Barriers - Awareness

Close Awareness Gaps

Primary Outcome
Promote available special transportation mobility options

Secondary Outcomes
Increased awareness of available mobility options
Increased utilization of transportation services

Service Awareness
20% Noted a lack of education & communication about transportation options
Addressing Barriers - Information

Transit Info Assist

43% Provide clients with transit agency passenger guides, refer clients to transit agency websites, or plan trips for clients using an online transit planner, like Google

29% Make calls on behalf of riders
Region VI Transit Provider Database

Elements:

<table>
<thead>
<tr>
<th>Parish Based</th>
<th>Agency Operator Name</th>
<th>Population Served</th>
<th>Eligible Trips</th>
<th>Office Hours</th>
<th>ADA Access</th>
<th>RSVP #</th>
</tr>
</thead>
</table>

Example:

<table>
<thead>
<tr>
<th>Parish</th>
<th>Operator</th>
<th>Population Served</th>
<th>Eligible Trip Type</th>
<th>Monday - Friday Hours</th>
<th>Wheelchair Accessible?</th>
<th>Transportation Reservation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avoyelles</td>
<td>Avoyelles Public Transit</td>
<td>General Public, ADA Eligible Individuals, Medicaid Eligible Individuals</td>
<td>All Trip Types</td>
<td>5AM-7PM</td>
<td>Yes</td>
<td>(318) 253-9771 or (318) 253-5735</td>
</tr>
<tr>
<td></td>
<td>Avoyelles Society Developmentally Disabled</td>
<td>People with Disabilities (Clients Only*)</td>
<td>Program Related, Shopping</td>
<td>5:45AM-4:15PM</td>
<td>Yes</td>
<td>(318) 253-6955</td>
</tr>
</tbody>
</table>
Region VI Public & Human Service Transportation Provider Database - How to Access

Scan QR Code with Phone Camera

Visit CLCTC Webpage:
1. www.rapc.info
2. Select ‘Transportation’
3. Select ‘HSCP’ under ‘Menu”

CLCTC Webpage
Interactive Map
Thank You

Questions?

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www.rapc.info