

*Central Louisiana*



# Coordinated Human Services Transportation

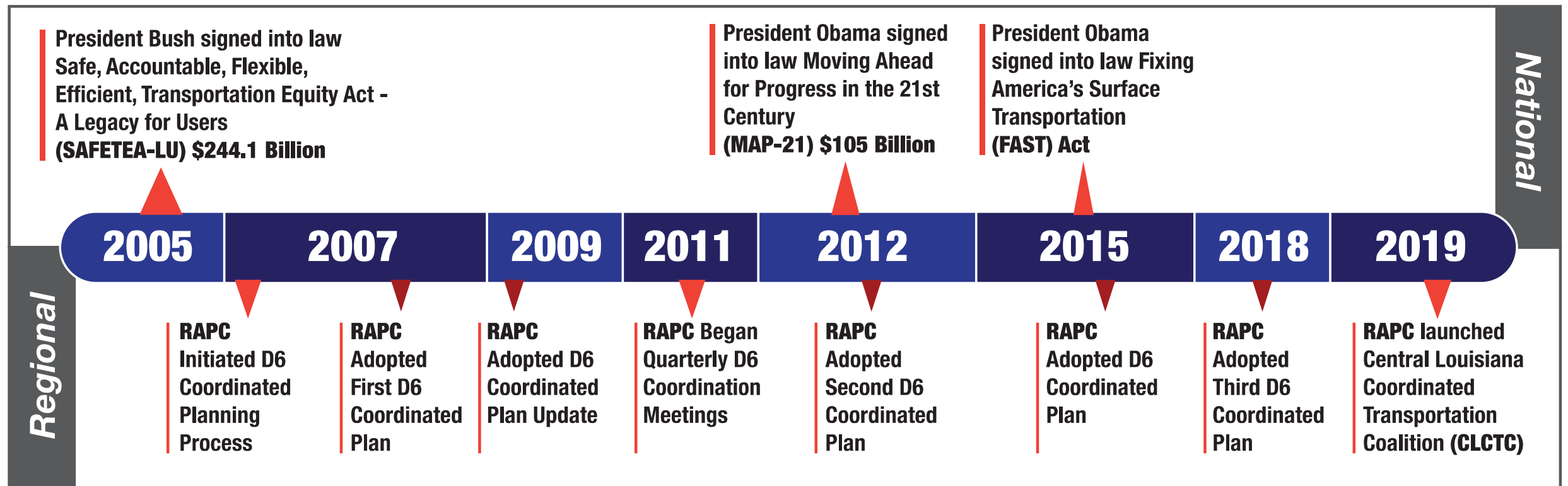
# Coordinated Human Services Transportation Program

## PURPOSE

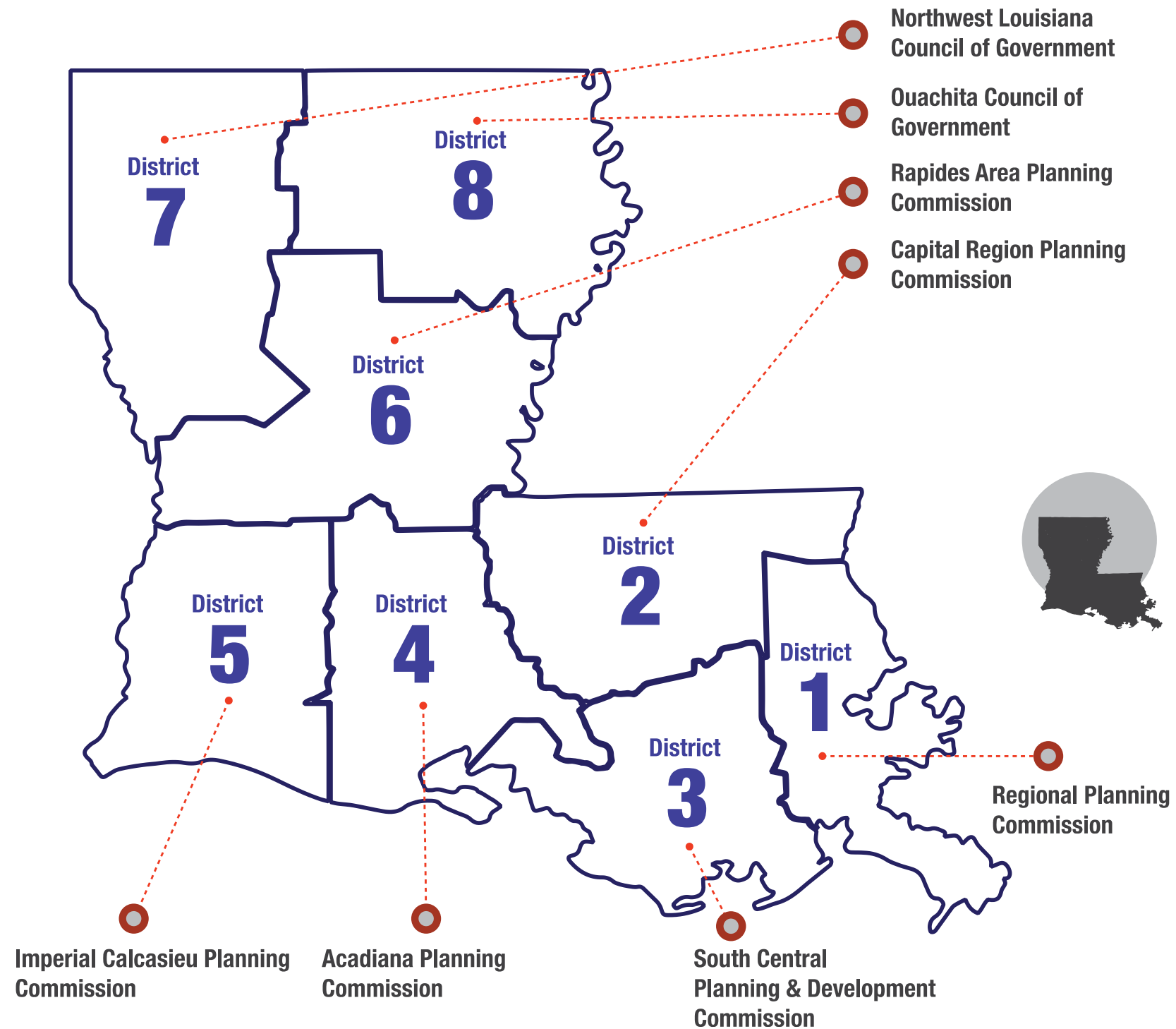
**Facilitate**  
inter-agency transportation  
coordination in Region 6

## GOAL

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

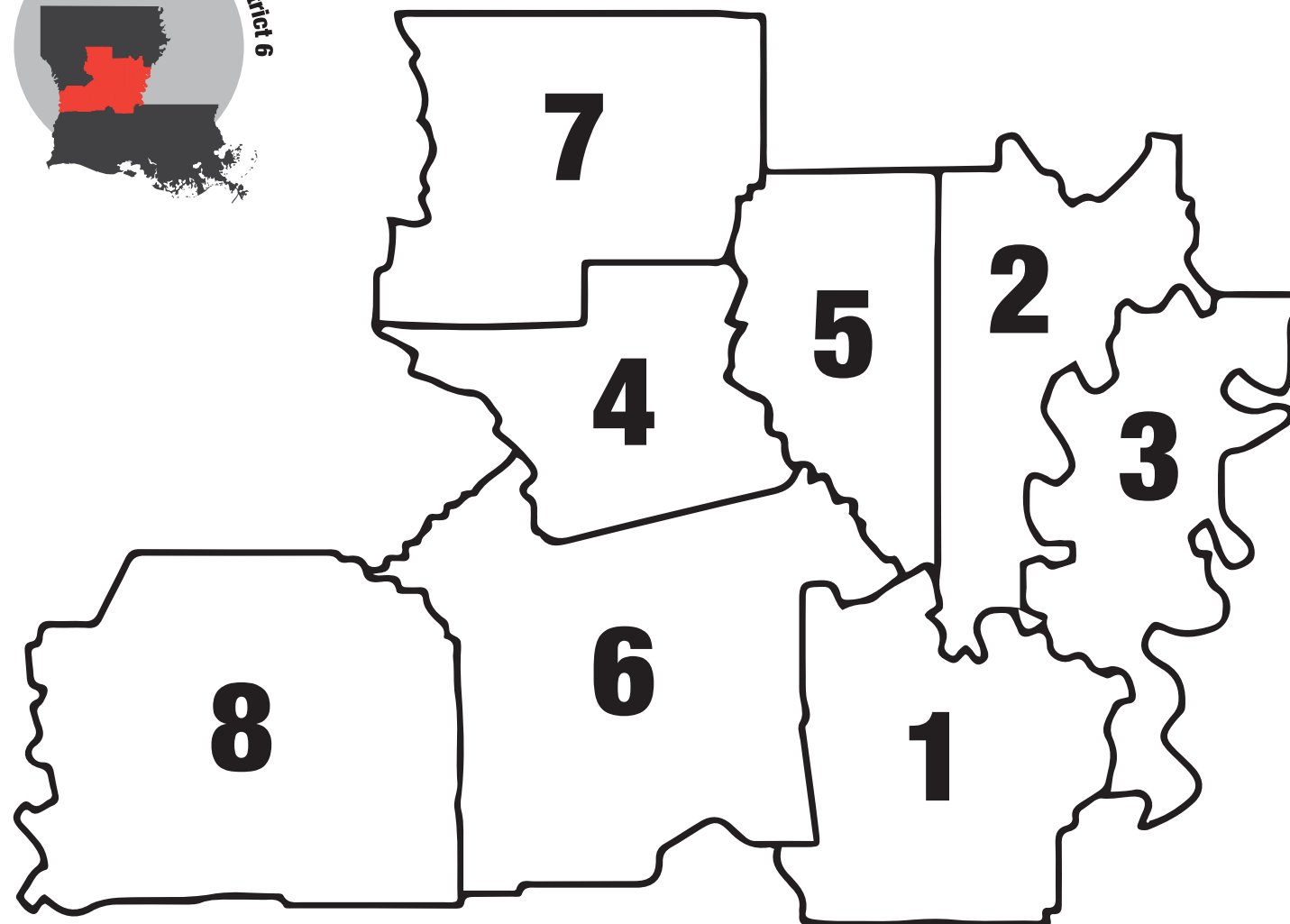


# Louisiana Planning & Development Districts



# District 6 Human Services Transportation Providers

<b>16</b>	
<b>Public &amp; Human Service Transportation Providers</b>	
<b>1</b>	Fixed Route Transit / ADA Mandated Paratransit
<b>15</b>	Specialized
<b>85</b>	Total Service Vehicles
<b>36</b>	Service Vehicles w/ lift or ramp
<b>*</b>	FTA Funded

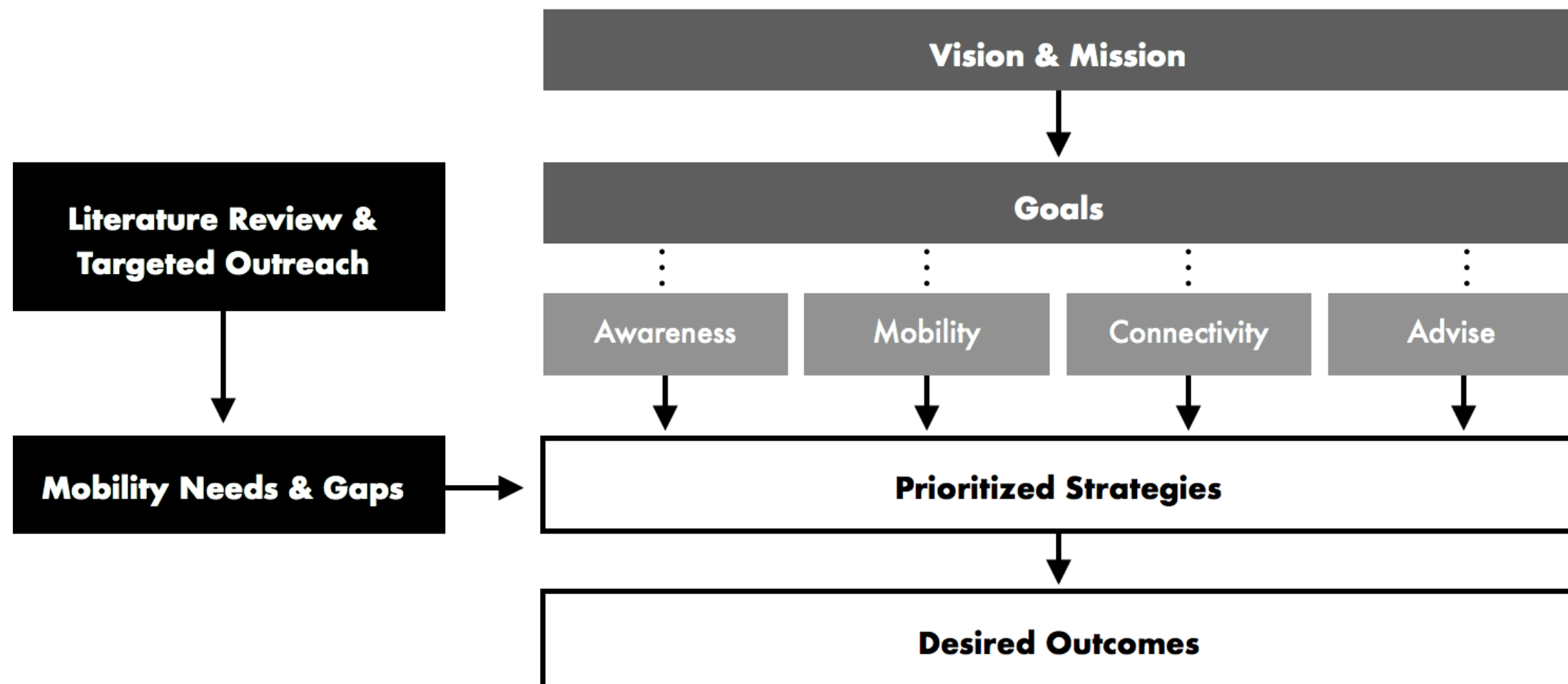


Public & Human Service  
Transportation Providers - *District*  
6

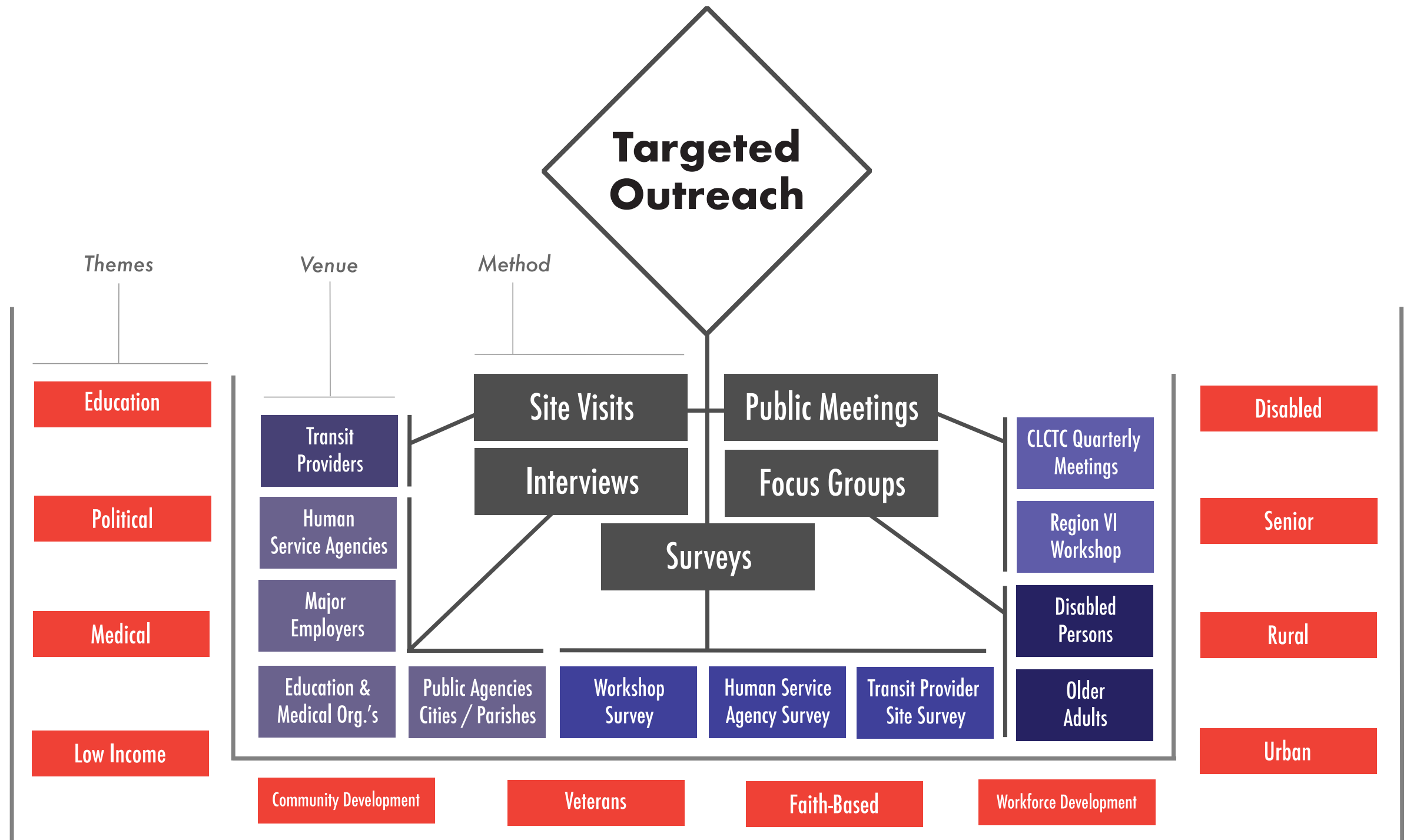
- 1 Avoyelles**
  - ACOA\*
  - ASDD\*
- 2 Catahoula**
  - CARC\*
  - CCOA
- 3 Concordia**
  - CCOA
- 4 Grant**
- 5 LaSalle**
  - LADD\*
  - LCOA
- 6 Rapides**
  - ATRANS\*
  - ARCR\*
  - RCOA
  - RSSC\*
  - St.MARY's\*
  - VAMC
  - TOB\*
- 7 Vernon**
  - VCOA\*
- 8 Winn**
  - WCOA\*

# Coordinated Human Services Transportation Plan

Coordinated Plan Hierarchy



# Coordinated Human Services Transportation Outreach



# 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.

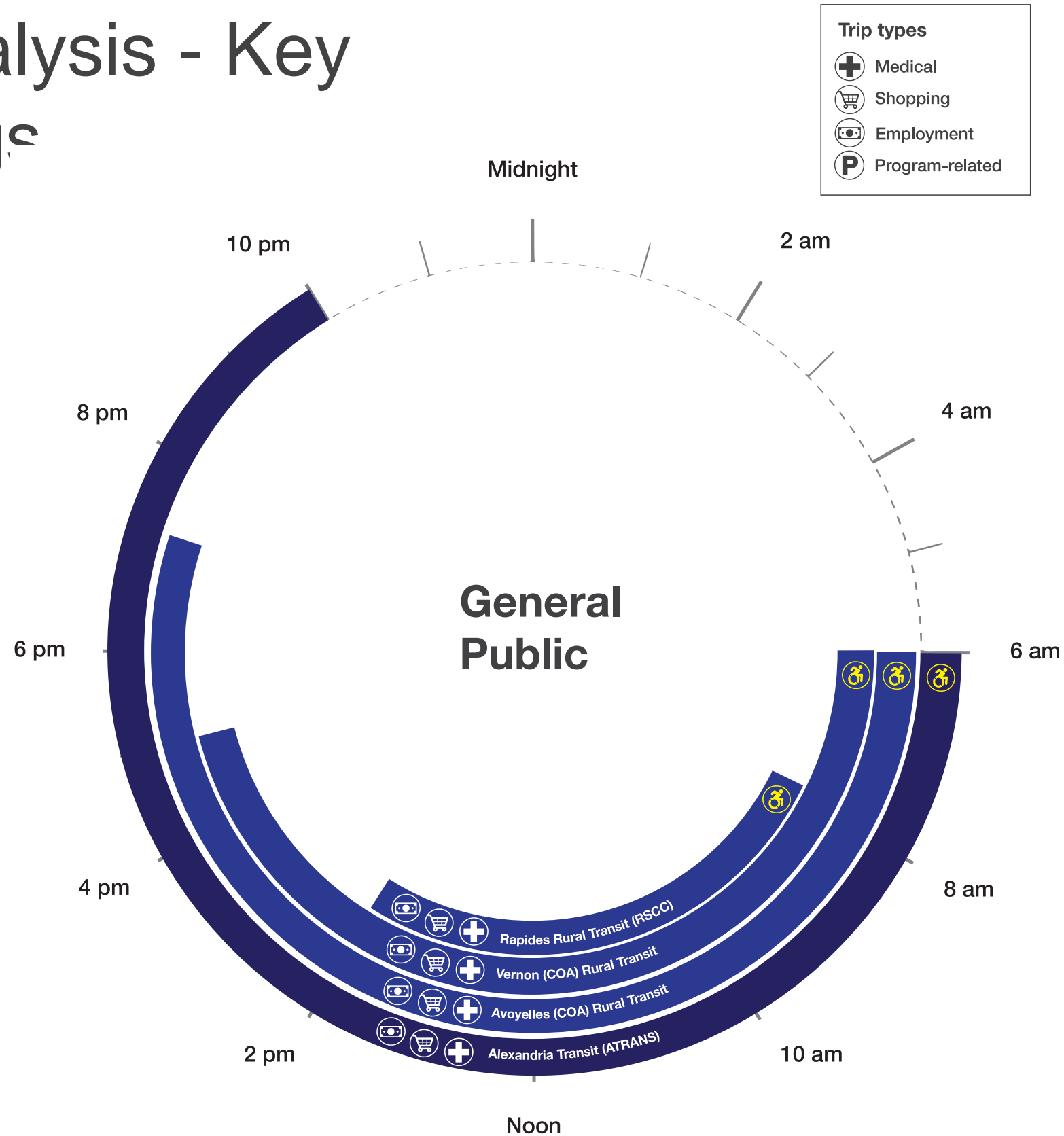
**25%**

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.*

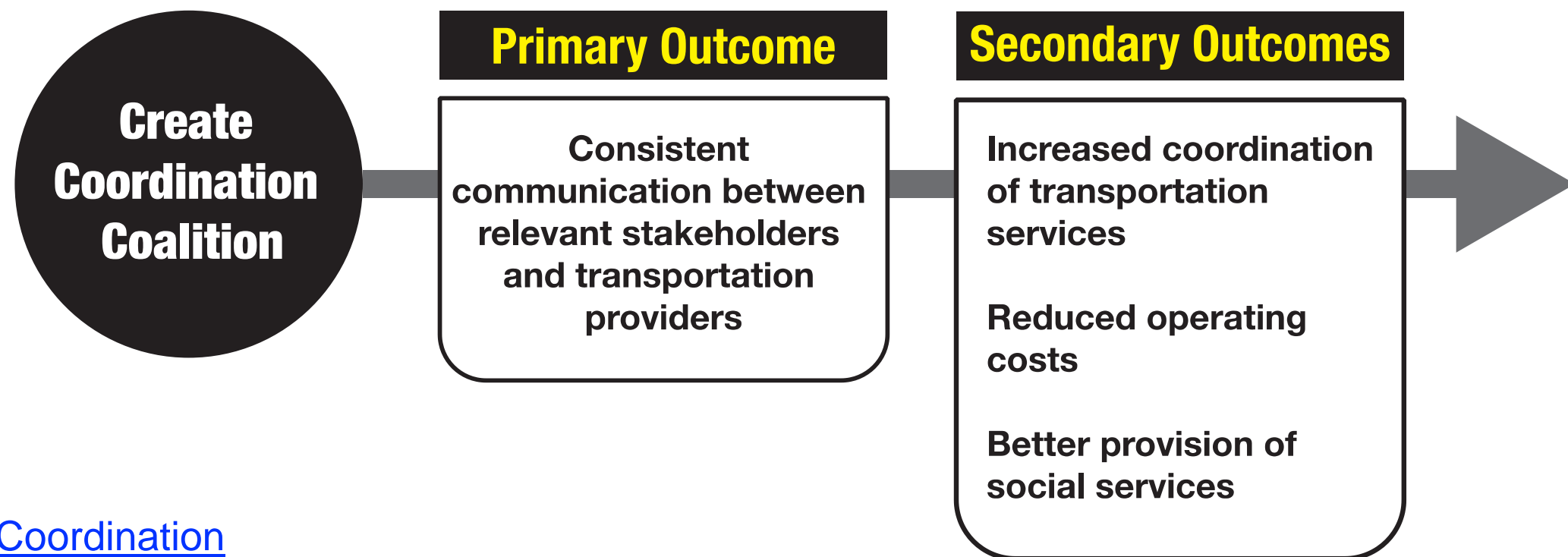
# Service Gap Analysis - Key Findings

- **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 limit 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

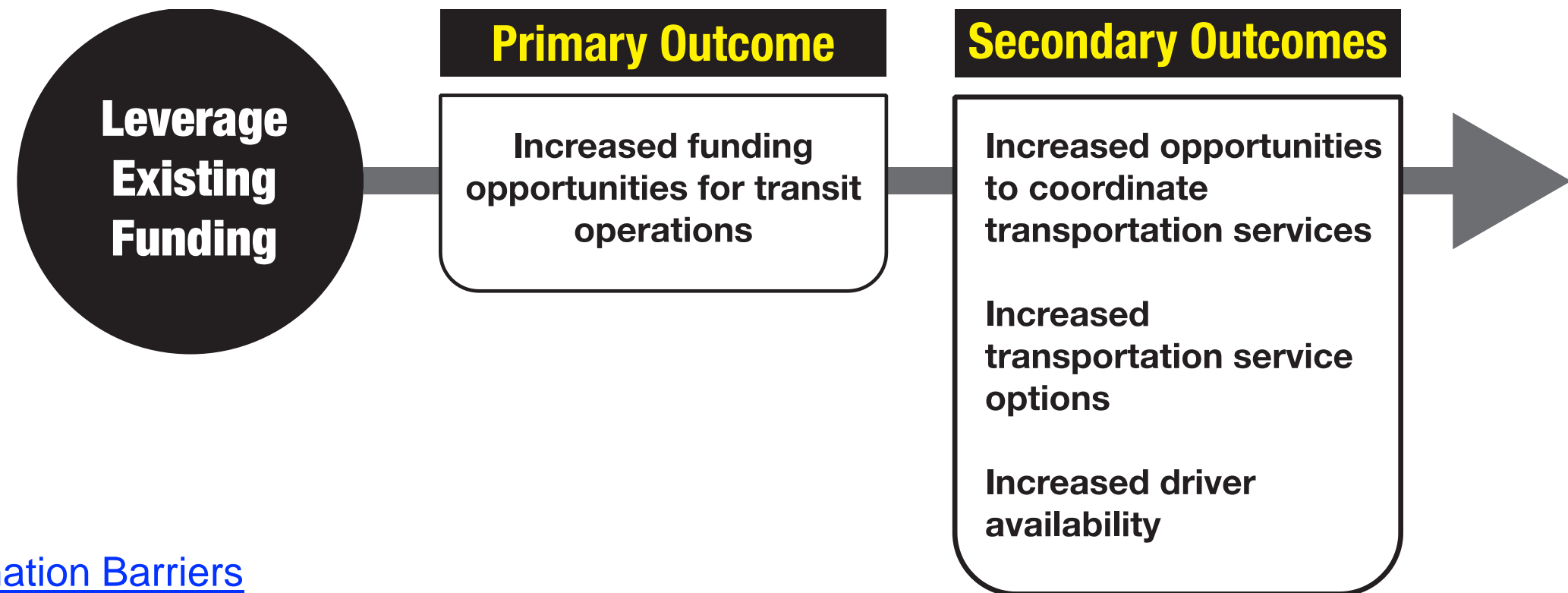


## Service Coordination

**80%** Interested in coordination of client trips

**75%** Interested in staff & travel training

# Addressing Barriers - Funding

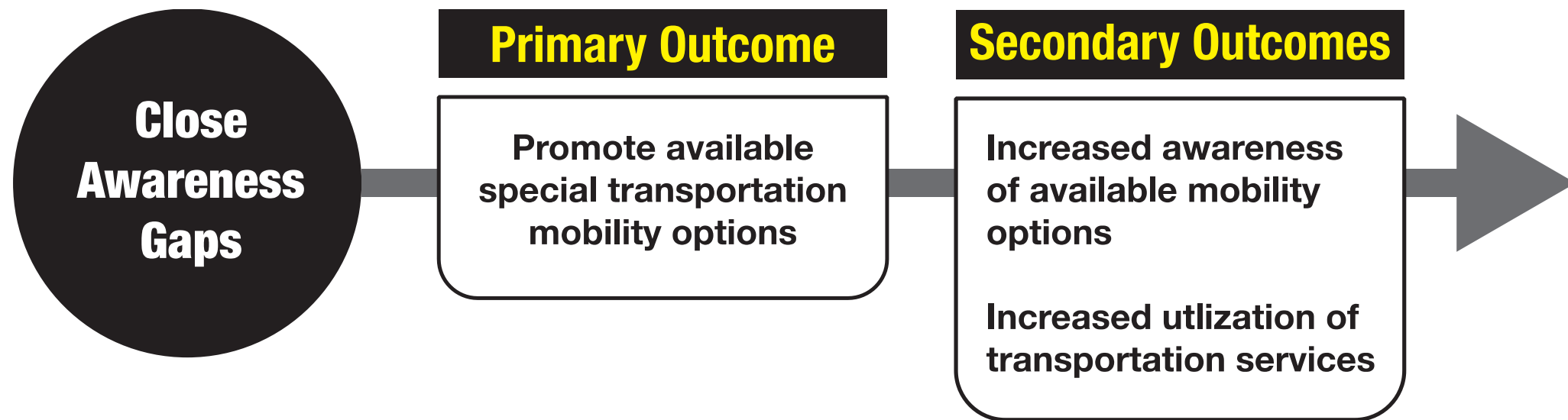


## Coordination Barriers

80% Identify funding as a barrier to coordination

40% Not enough equipment

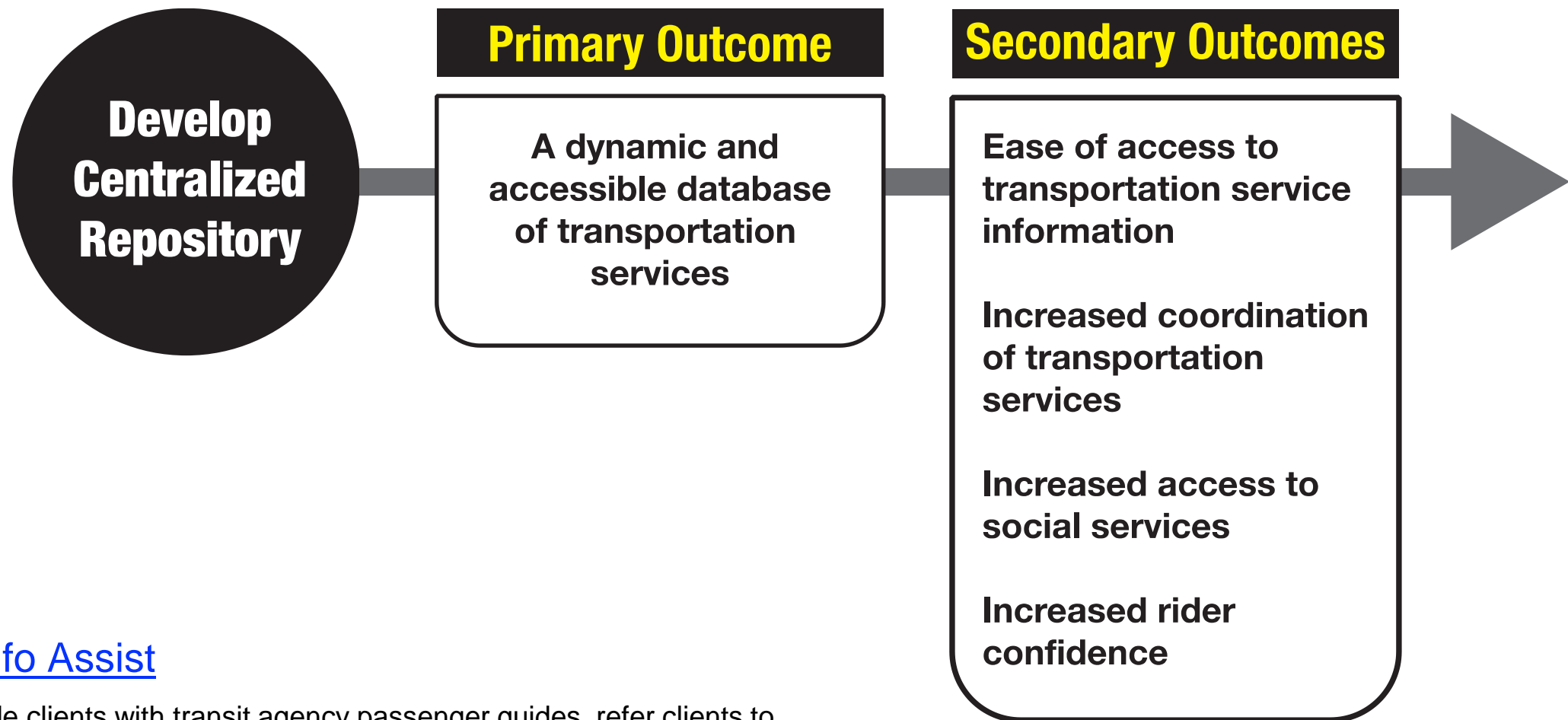
# Addressing Barriers - Awareness



## 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:

Parish Based	Agency Operator Name	Population Served	Eligible Trips	Office Hours	ADA Access	RSVP #
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## Example:

Parish	Operator	Population Served	Eligible Trip Type	Monday - Friday Hours	Wheelchair Accessible?	Transportation Reservation
Avoyelles	Avoyelles Public Transit	General Public, ADA Eligible Individuals Medicaid Eligible Individuals	All Trip Types	5AM-7PM	Yes	(318) 253-9771 or (318) 253-5735
	Avoyelles Society Developmentally Disabled	People with Disabilities (Clients Only*)	Program Related, Shopping	5:45AM-4:15PM	Yes	(318) 253-6955

# Region VI Public & Human Service Transportation Provider Database - How to Access

## Scan QR Code with Phone Camera



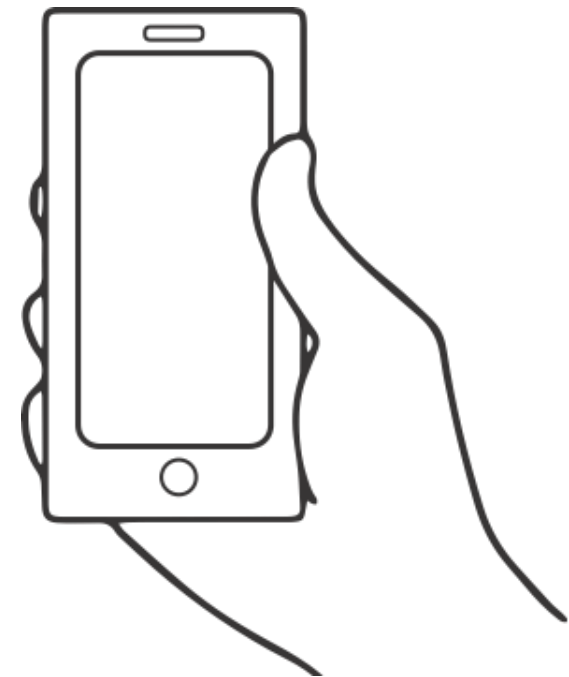
CLCTC Webpage



Interactive Map

## Visit CLCTC Webpage:

1. [www.rapc.info](http://www.rapc.info)
2. Select 'Transportation'
3. Select 'HSCP' under 'Menu'



# Thank You

Questions?

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Transportation Program Manager

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[www.rapc.info](http://www.rapc.info)