

Barriers to Non- Emergency Medical Transportation



- Department of Transportation and Development (DOTD)
 - Division of Planning
- Manages Federal Transit Administration programs (FTA)
- Section 5311 rural general public
- Section 5310 elderly and disabled
- Nearly 1.8 million trips each year
- Over 17 million miles annually
- 826 of the 1,002 total fleet is accessible

Rider Barriers

- Rider surveys report the primary barriers to transit
 - Unsure of available services
 - Services not provided where they need to go
 - Services not available at times I need
 - Scheduling
 - Unavailable escorts
- Desire to have taxi service, not public transportation

Agency Barriers

- DOTD contracts for general public operating to public bodies
- Most sub with a third tier recipient, often a Council on Aging
- COA's mission is not solely transportation
- Federal funds require 50% local match
- Transit growth is limited to the local match available
- Staffing

Management Barriers

- Information sharing - DOTD Transit Providers Guide
- Funding limitations “silos”
 - Large urban systems are direct recipients of FTA
 - Rural and specialized services flow through DOTD
 - Capital purchased under one funding source is expected to be used for that service type
- Need to expand services vs. limited providers

Action

- Educate consumers (riders and partners) on available transportation
- Public/ Private partnerships to foster growth
- “One click/ one call” – Regional efforts
- MPO Coordination Plans

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