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