

Metropolitan Transportation Services Waiver Transportation Program

Overview of the Waiver Transportation Program
and its Evolution

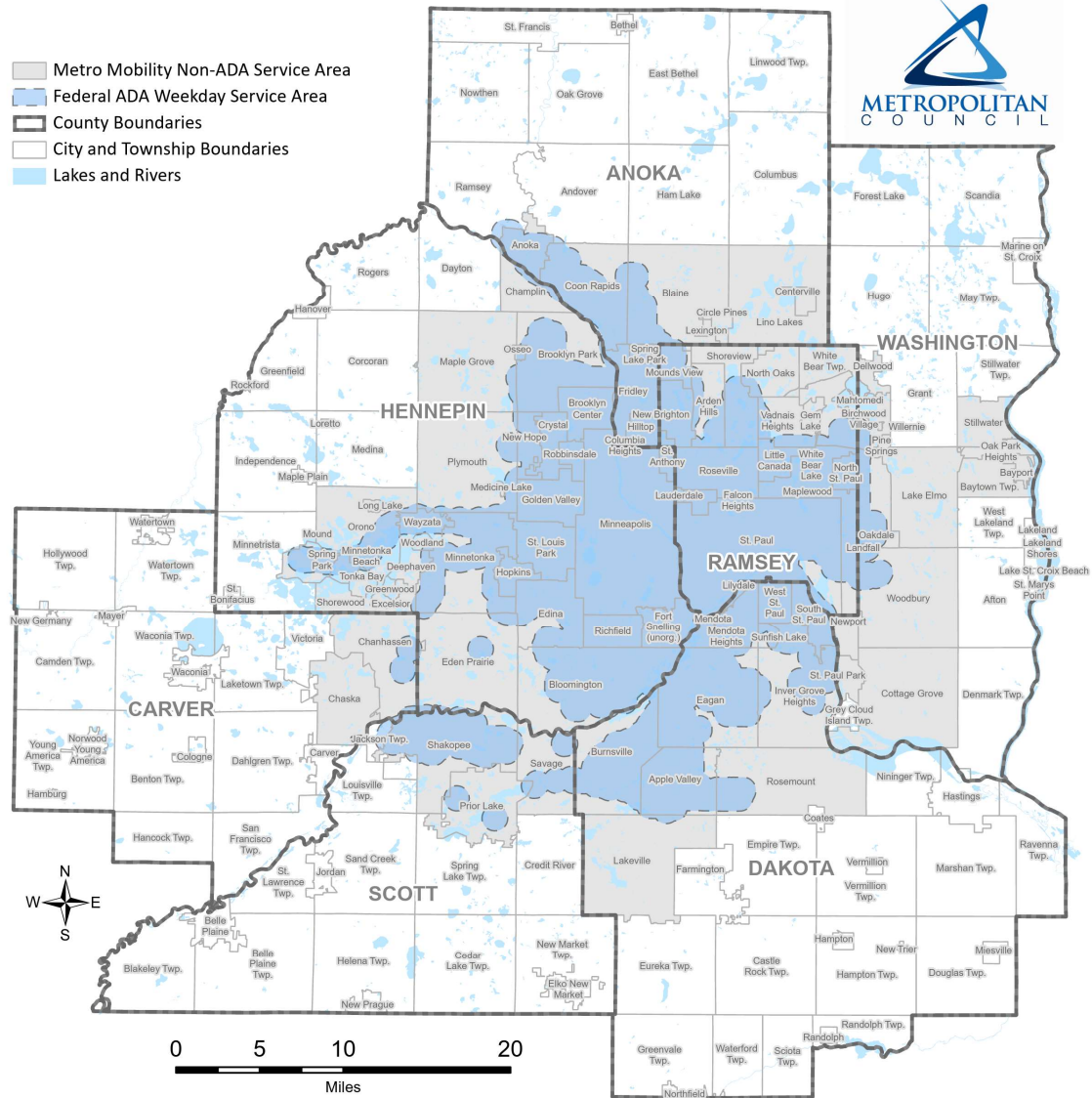
Gerri Sutton, Director- Contracted Services

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September 2022



Metro Mobility Service Area



Current Services for Individuals Participating in Day Support Programs

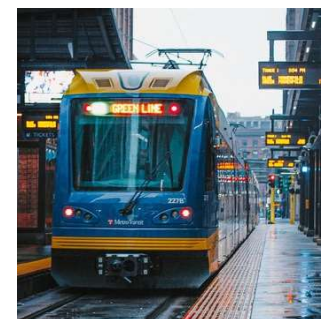
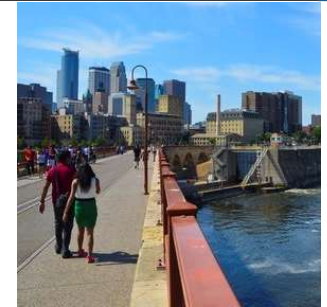
Agency and Demand Contracts

Agency Service

- Includes the region's 10 largest Day Support/Adult Day Services – only ADA trips eligible
- Considered “premium” because:
- All standing orders
- Static driver assignments

Demand Service

- Non-routine requests scheduled up to four days in advance and some standing orders
- Only option available for Day Support/Adult Day Service programs not within the largest size programs
- Standing orders for ADA trips only



Waiver Transportation Program History

2015

- Multiple meetings with DHS to explore opportunity
- Regulatory language conflicts
- DHS bundled rates for transportation and program

2018

- Statutory language allows data sharing between DHS and Met Council

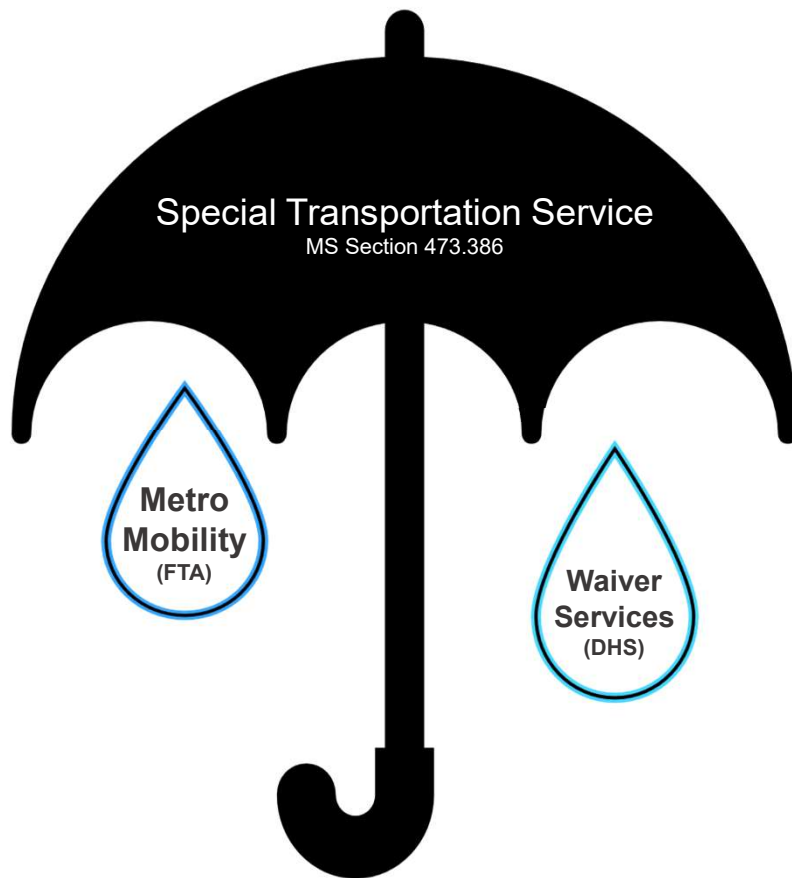
2021

- DHS unbundled transportation from program rates
- Transportation can be paid at fair market rate
- July – DHS approves application for Home and Community Based Services
- November – Waiver Transportation Program Manager hired to launch effort

2022

- February – Initial small-scale pilot is abandoned because of unresolved concerns expressed by county staff.
- February to July – New regional delivery model is vetted with each county at the staff level and RFP development occurs

Special Transportation Services



Objectives

- “To provide greater access to transportation for the elderly, persons with disabilities, and others with special transportation needs in the metropolitan area”
- “To develop an integrated system of special transportation services... tailored to meet special individual needs in the most cost-efficient manner”

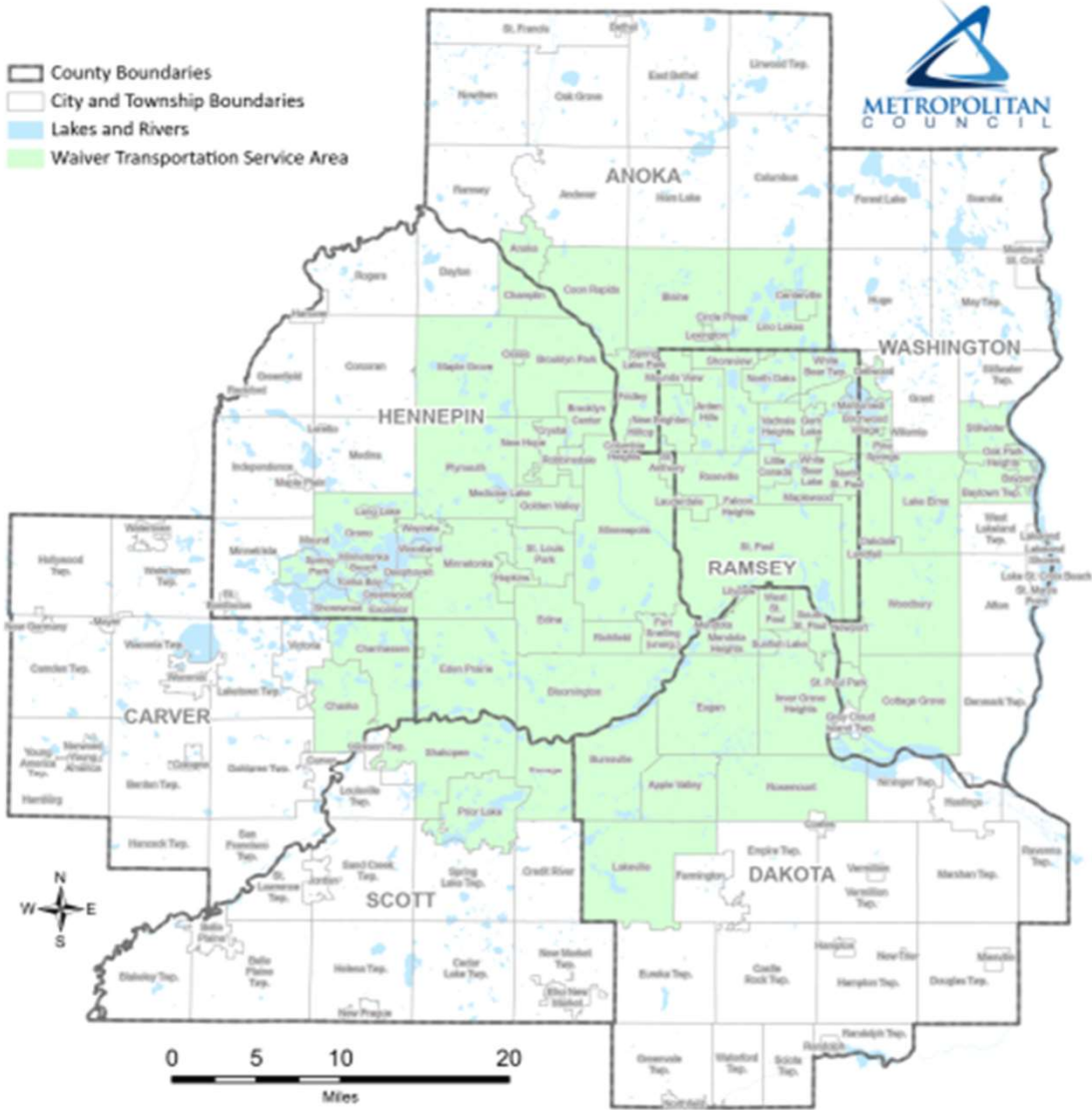
Duties of the Council

- “Consult with Transportation Accessibility Advisory Committee in a timely manner before changes are made in the provision of special transportation services”
- “ensure that...the geographic coverage area...is continuous within the boundaries of the transit taxing district as defined March 1, 2006...”

Forecasted Funding

- Waiver Services, will be eligible for state forecasted funds, under the umbrella of Special Transportation Services as described in Minnesota Statutes 473.386, Subd. 10.

Waiver Transportation Service Area



Waiver Transportation Program



Service Principles

| To connect persons with disabilities to the lives they desire in their communities | |
|--|---|
| Provide high-quality, predictable connections to covered services for waiver participants | <ul style="list-style-type: none"> • Service throughout the Metro Mobility Service Area • Evening service • Weekend service |
| Supports Minnesota Olmstead Plan Transportation Goal | <ul style="list-style-type: none"> • Access to reliable, cost-effective, and accessible transportation services • Robust connections to services, supports, and resources |
| Advances the 2020 Twin Cities Public Transit and Human Services Transportation Coordinated Plan | <ul style="list-style-type: none"> • Furthers regional priorities to: <ul style="list-style-type: none"> ○ “Seek opportunities to use existing funding sources more broadly,” ○ “Increase off-peak services,” and ○ “Expand services for persons with disabilities beyond current service hours and area” |
| Advances 2018 Metro Mobility Task Force Report recommendations | <ul style="list-style-type: none"> • Implements recommendations from legislatively-mandated Report to: <ul style="list-style-type: none"> ○ “Maximize all potential funding sources,” ○ Create a service specifically for “individuals receiving waiver services,” and ○ “Evaluate options for increased flexibility” |

Waiver Transportation Service: Impact to Customer Experience

*Non-ADA trips

- Standing orders for all DHS day service agencies and participants
 - no need to call unless canceling ride
 - no “standby” status
- Expanded hours of availability to improve access to community employment opportunities on evenings and weekends
- Consistency in driver assignments
- No fare payment – no need to carry cash or Go-To card
- Single point of contact for service management

* one or both ends of trip are outside of ADA mandated area

ADA trips

- Improved opportunity to obtain standing order service regardless of DHS day service program size
- No impact to customer if ADA geographic or service levels contract with fixed route service changes
- Expanded hours of availability to improve access to community employment opportunities on evenings and weekends
- Consistency in driver assignments
- No fare payment – no need to carry cash or Go-To card
- Single point of contact for service management

Waiver Transportation Program

Financial implications

| Per Ride Breakdown | STATE | | FEDERAL | | Total |
|-------------------------|---------------------------------|------------------|-------------------|------------------------------|-------|
| | State General Fund Contribution | DHS Contribution | DHS Federal Share | Council 5307 Federal Formula | |
| Current Services | \$20 | \$2 | \$2 | \$4 | \$28 |
| Waiver Services | \$4 | \$10 | \$10 | \$4 | \$28 |

Increases federal funding to offset Metro Mobility expenses otherwise funded by the state's general fund

Waiver Transportation Program Schedule

2022

- Q3: Complete Waiver Transportation Program RFP
- Q3 to Q4: Outreach to disability-serving agencies to gauge their interest in and willingness to participate in the waiver transportation program
 - Focusing on both large and smaller programs
 - Focusing on programs across the Metro Mobility Service Area
- Q4: Consult with the Transportation Accessibility Advisory Committee

2023 and 2024

- Q1, Q2: Release Waiver Transportation Program RFP
- TTBD: Transition passengers to the Waiver Transportation Program
 - Interested current agency passengers
 - Interested current demand passengers
 - Passengers traveling to new partner sites
- TTBD: Transition those not interested in the Waiver Transportation Program to Demand Service
- Q1, Q2, 2024: Sunset the current agency contract

Discussion





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