



# Waiver Transportation Program: Presentation to the Transportation Accessibility Advisory Committee



November 2, 2022

# Waiver Transportation Program

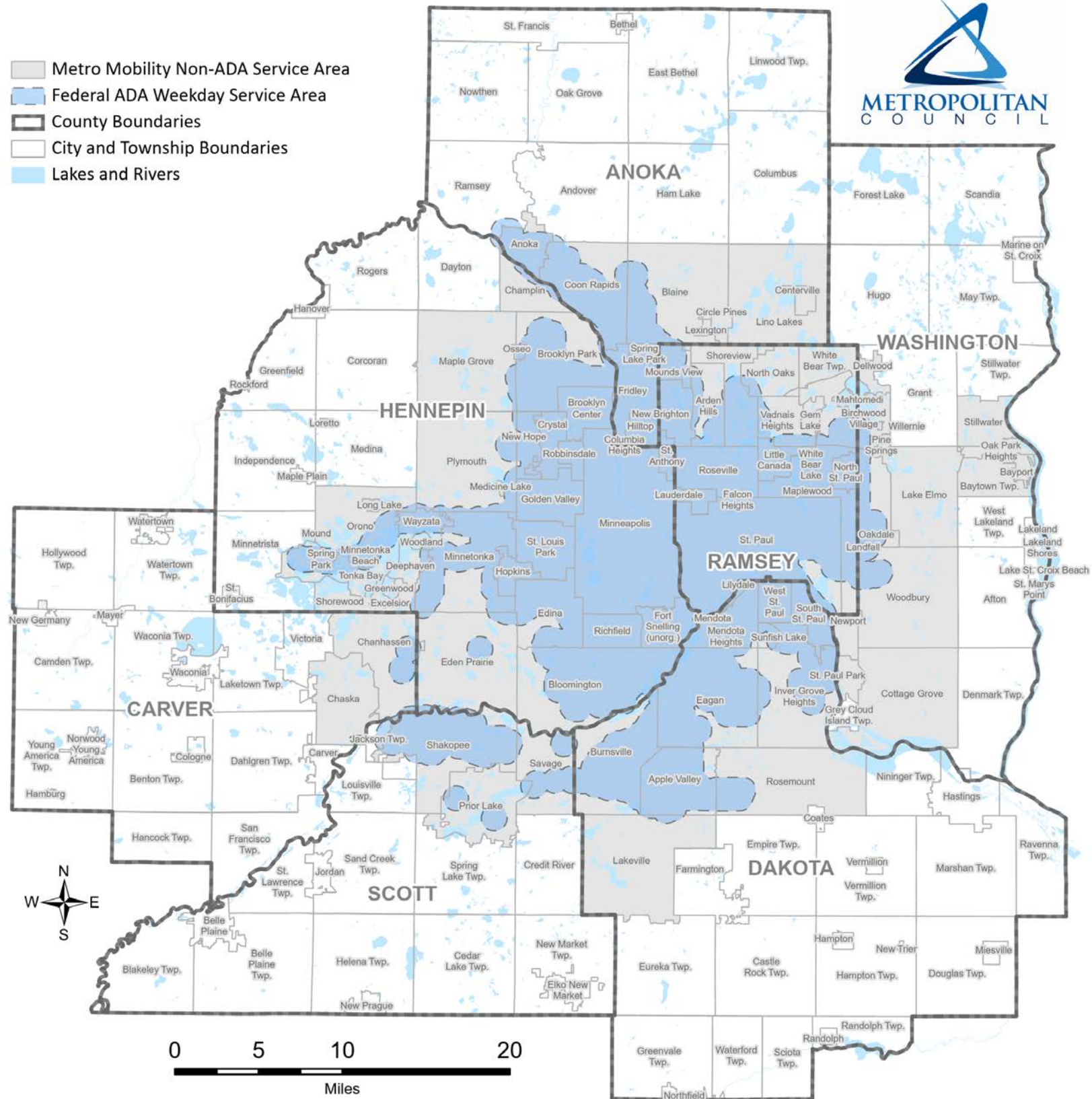
## Agenda

- Overview of the Current Waiver Transportation Program Design
- Schedule and Next Steps
- Questions



# Metro Mobility Service Area

-  Metro Mobility Non-ADA Service Area
-  Federal ADA Weekday Service Area
-  County Boundaries
-  City and Township Boundaries
-  Lakes and Rivers



# Current Services for Individuals Participating in Day Support Programs

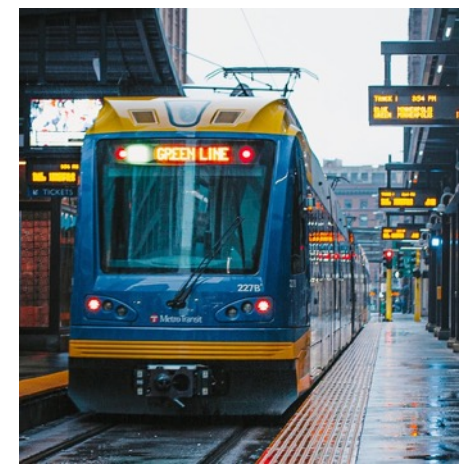
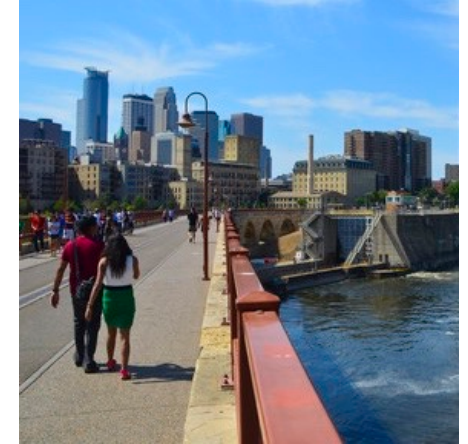
## Agency and Demand Contracts

### Agency Service

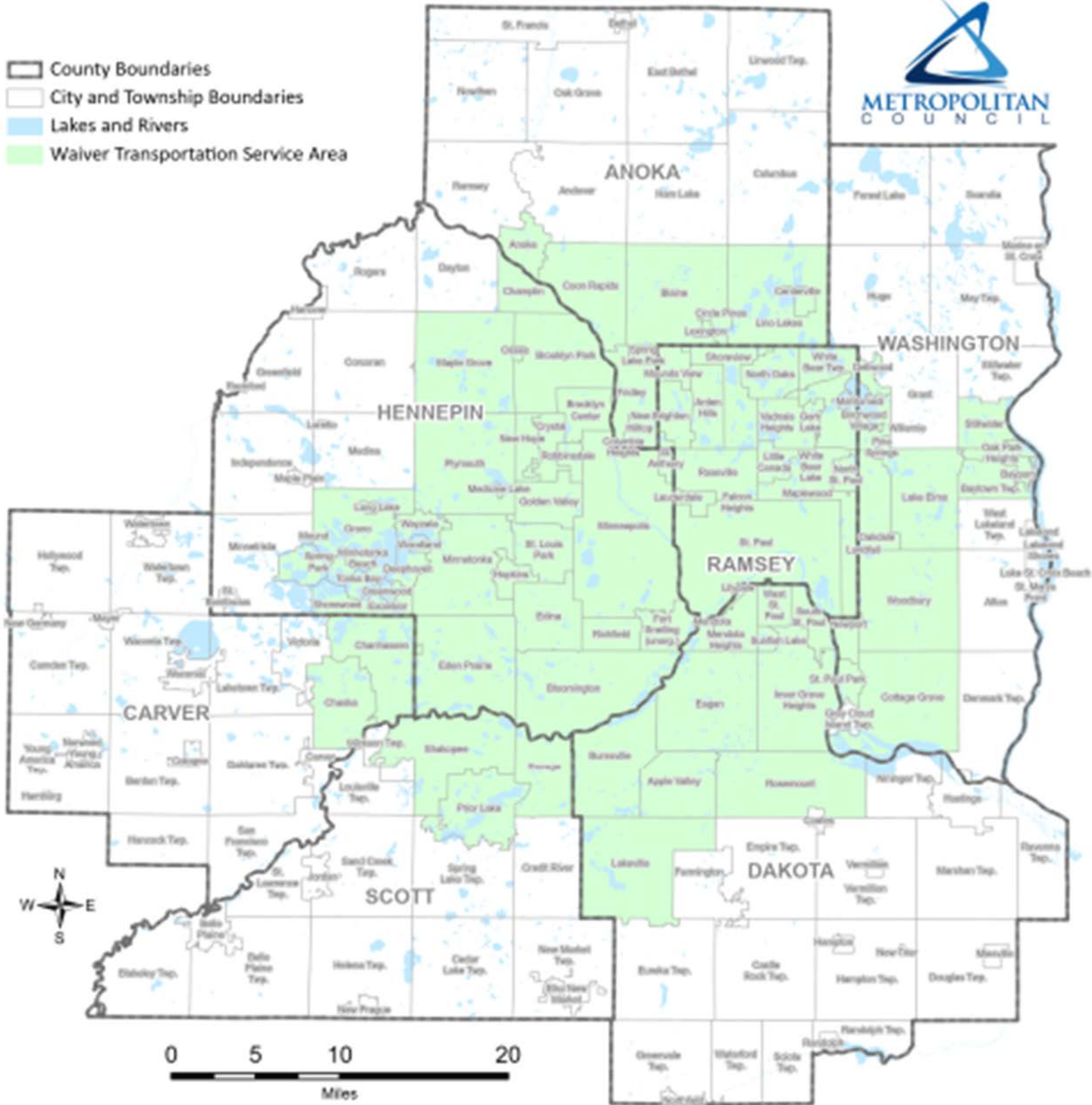
- Includes the region's 10 largest Day Support/Adult Day Services – only ADA trips eligible
- Considered “premium” because:
- All standing orders
- Static driver assignments

### Demand Service

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



# Waiver Transportation Service Area



# 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 service area and hours are reduced due to 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 Service: Principles



Plan	Objectives and Priorities
<p><b>Minnesota Olmstead Plan- Transportation Goal</b></p>	<ul style="list-style-type: none"> <li>• Access to reliable, cost-effective, and accessible transportation services</li> <li>• Robust connections to services, supports, and resources</li> </ul>
<p>Advances the <b>2020 Twin Cities Public Transit and Human Services Transportation Coordinated Plan</b></p>	<ul style="list-style-type: none"> <li>• Furthers <b>regional</b> priorities to:               <ul style="list-style-type: none"> <li>○ “Seek opportunities to use existing funding sources more broadly,”</li> <li>○ “Increase off-peak services,” and</li> <li>○ “Expand services for persons with disabilities beyond current service hours and area”</li> </ul> </li> </ul>
<p>Advances 2018 <b>Metro Mobility Task Force Report</b> recommendations</p>	<ul style="list-style-type: none"> <li>• Implements recommendations from <b>legislatively-mandated</b> Report to:               <ul style="list-style-type: none"> <li>○ “Maximize all potential funding sources,”</li> <li>○ Create a service specifically for “individuals receiving waiver services,” and</li> <li>○ “Evaluate options for increased flexibility”</li> </ul> </li> </ul>

# Waiver Transportation Service: Schedule

## 2022

- Q4: Complete Waiver Transportation Program RFP
- Q4: Consult with the Transportation Accessibility Advisory Committee
- Q4- Q1, 2023: 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 Waiver Service Area

## 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





Thank You

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