

FTA

FEDERAL TRANSIT ADMINISTRATION

Mobility Management

Integrating Mobility Across Sectors Connecting People to Opportunity

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Overview

- Rides to Wellness Overview.
- Challenge Grantees Leveraging Mobility Management.
- Broad Support to Further Mobility Management.

Rides to Wellness

A FOCUS ON A GREAT NEED

Vision and Goals

**Through
rides
people and
community
health
thrive.**

- Improve healthcare access.
- Reduce healthcare costs.
- Leverage public transportation assets and services.

Compelling Need

Almost 80% of healthcare costs (2.1 trillion dollars) associated with chronic conditions.

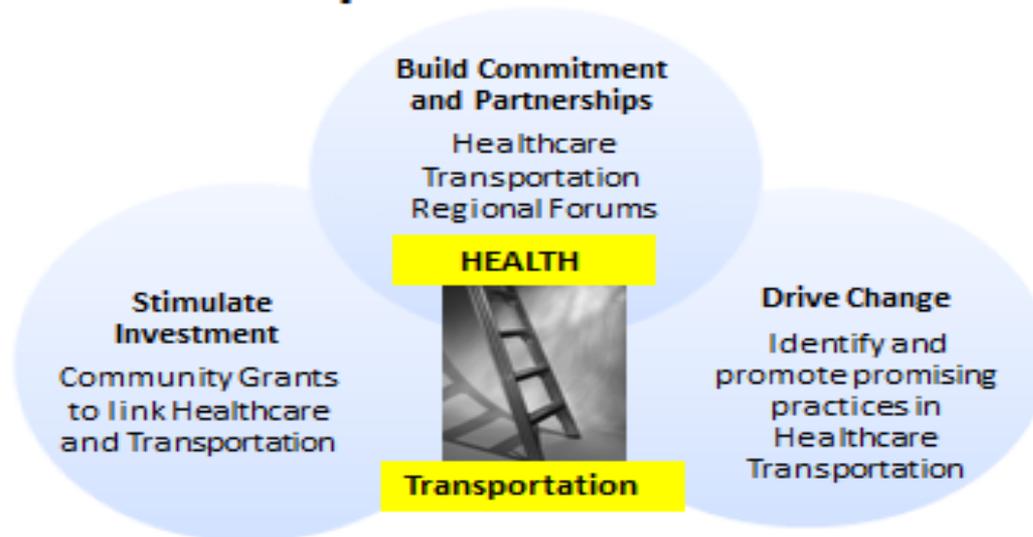
18% of patients discharged readmitted within 30 days.
1/3 within 90 days .
Medicare spends 15 billion dollars per year for hospital readmissions.

Missed appointments
=
lost revenues, wasted staff time, access problems, and worse patient care.

Public Transportation has excess capacity in off-peak hours.

How Will We Accomplish This Initiative?

Three-pronged Strategy for Rides to Wellness Ladders of Opportunity Health and Transportation Initiative



Building Partnerships for Planning

Ladders / Connectivity Peer Exchanges

- Explore methods of identifying.
- Address gaps in service for key destinations using mobility management and innovative approaches.

Rides to Wellness Events

- Health care sector, and public transportation leaders.
- Explore partnerships.
- Develop common understanding.

Activities to Date Forums and Meetings



- Rides to Wellness (R2W) Executive Summit (March 11, 2015).
- Transit CEO Forum (October 3, 2015).
- Missouri Get Link'd Health & Transportation Conference (October 13-14, 2015).
- R2W Forum, Baltimore MD (March 31, 2016).
- R2W Forum, Charlotte, NC (May 14, 2016).

Forum Results: Eight Key Themes

- Coordinated Planning
- Partnerships
- Client-Centric
- Technical assistance
- ROI
- Technology
- Outreach and Marketing
- Mobility Management

The Healthcare Access Design Challenge

- 16 Communities, 25 thousand dollars in planning grants.
- Developed partnerships among Transportation, Health, and Human Services stakeholders.
- Extensive pre-application research to identify local challenges.
- Focus areas: Dialysis, preventive care, readmission, mental health.
- “Design Thinking” planning process lead to a fully-formed business plan for a tested solution that shows.
 - Desirability by customers.
 - Operational Feasibility.
 - Sustainability.

Toward Implementation: Rides to Wellness Demonstration Grants

- 5.3 million dollars for Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Notice of Funding Opportunity (NOFO):
- Closes: 11:59 p.m. EST on 5/31/16.
- SF-424 form [supplemental form](#):
<https://www.fta.dot.gov/node/43276>

Data to Build the Business Case

- Community Scan
 - Understand impact from and causes of missed appointments.
 - Three networks will be surveyed: 1. Community Health Centers; 2. VA Medical Centers; 3. Private insurance network.
- TRB/HMD Workshop: “Exploring Data and Metrics of Value at the Intersection of Health Care and Transportation”
 - Showcase models of transportation services that facilitate individuals’ access health care providers;
 - Discuss data sources, information technology obstacles and solutions from (and across) the health care and transportation perspectives; and
 - Explore opportunities to measure the value of transportation services to improving health outcomes to transportation providers, to health systems, to payers.

The National Academies of
SCIENCES • ENGINEERING • MEDICINE

Healthcare Access Mobility Design Challenge Grants

CREATIVE STRATEGIES TO MEET NEEDS

Mobility Management Strategies Are Solutions

- Technology to Link Health/Transportation Systems
 - Worcester, Massachusetts.
- Information Referral/One-Call, One-Click
 - Waukesha, Wisconsin.
- Volunteer Driver Programs
 - Wood County, Ohio.
- Travel Training/Navigation
 - Flint, Michigan.
 - Buffalo, NY.
 - Westchester, NY.
- “Travel Banking”
 - Seattle, Washington.

Wood County, OH Volunteer Drivers



Survey work & research conducted at the local level.



Discussions with other Mobility Managers at Ohio Department of Transportation Headquarters.



Received input at the CTAA National Transit Conference in Tampa, Florida.



Dialysis patient's main challenges are excessive wait time after treatment and the burden of being on a fixed income.

Dispatch Office



Solution 1: Improve communication



Solution 2: Pilot Volunteer Driver Program

Solution 1



Having one Dispatcher for all dialysis patients is not feasible.

Solution 2



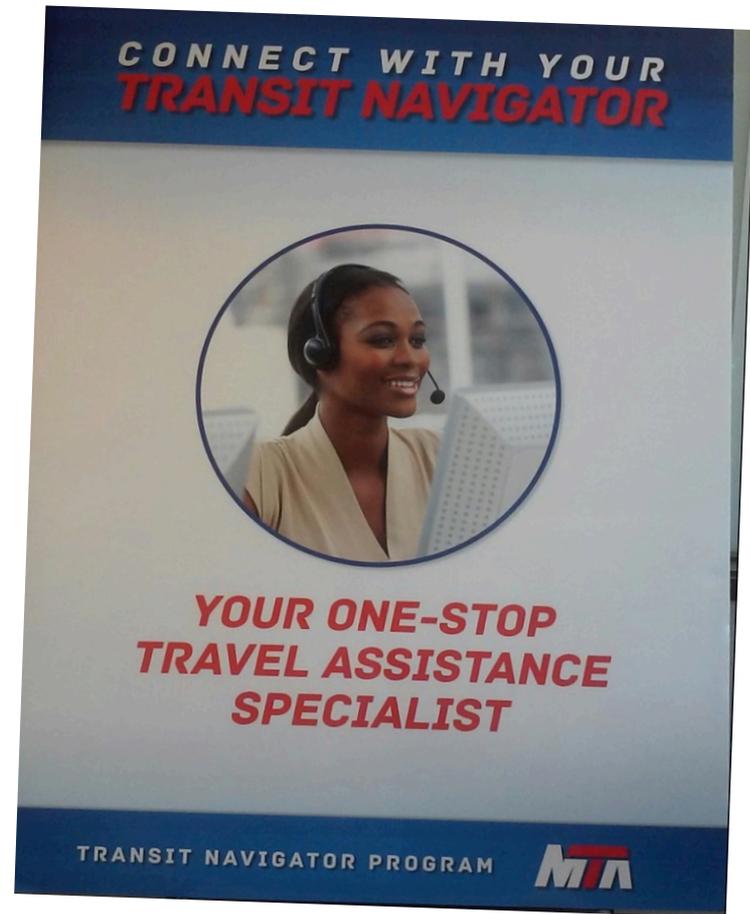
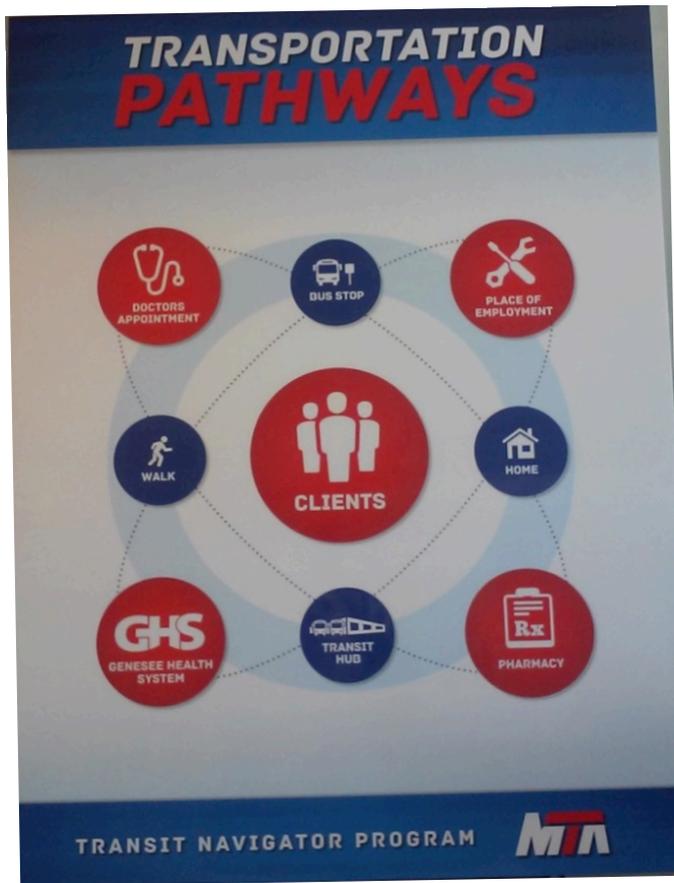
The Volunteer Driver Program creates a **Solution Sweet Spot.**

Solution Sweet Spot



The volunteer driver program serves dialysis patients with arm-through-arm service.

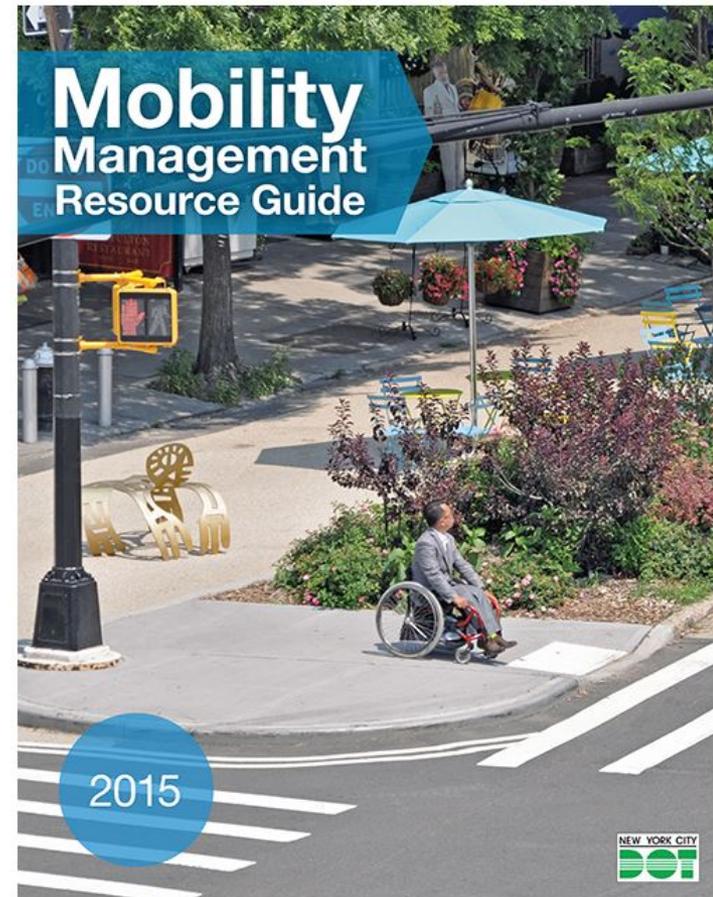
Flint, Michigan Travel Navigators



Mobility Management Resource Guide

The guide features:

- Built Environment.
- Transit Services.
- Transportation Programs.
- Demographics.

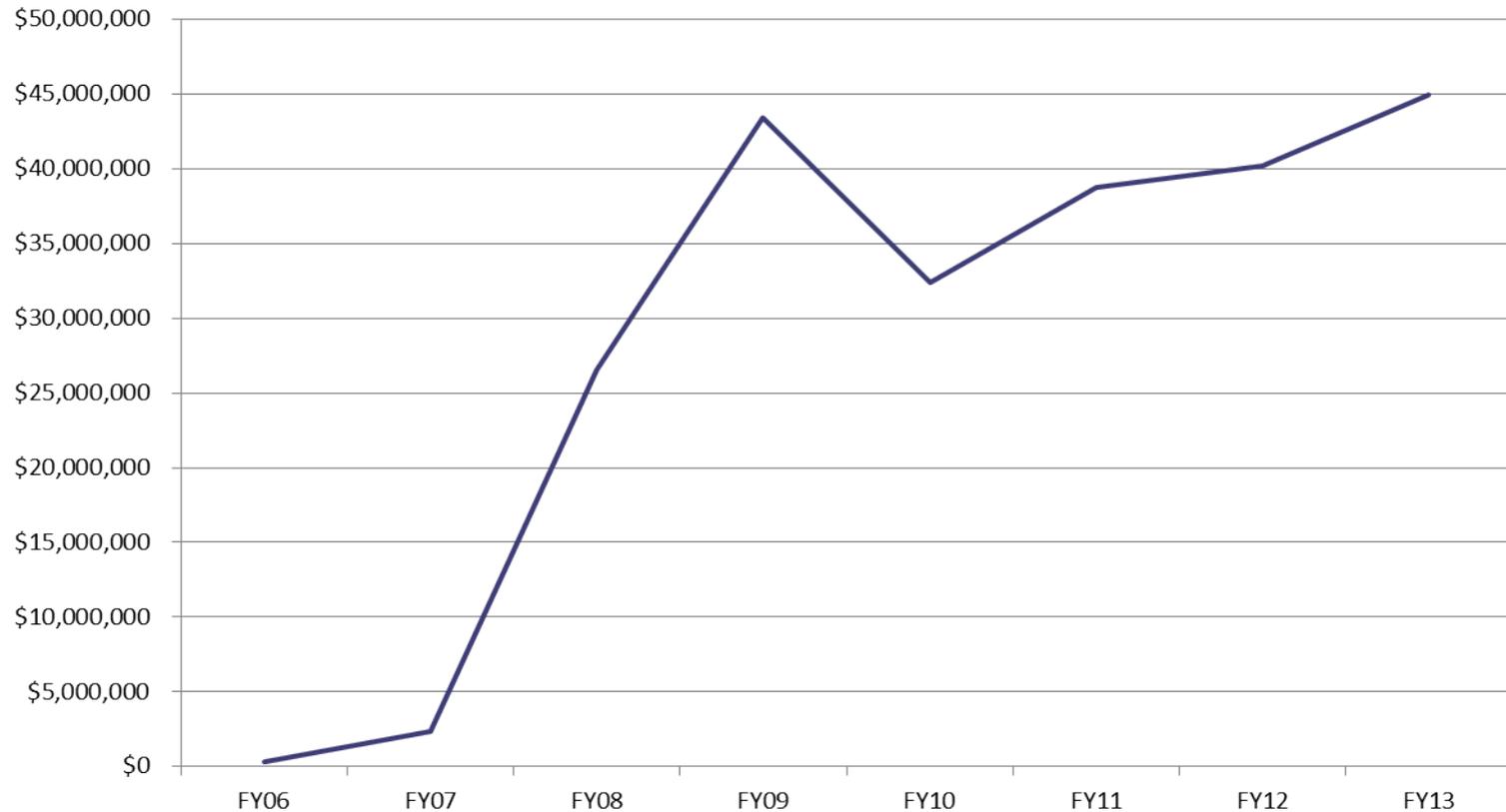


Supporting a Growing Field

ADVANCING MOBILITY MANAGEMENT

FTA Supports a Growing Field

**Total FTA Funding
Supporting Mobility Management Activities**





Key Activities

- Best Practice Dissemination
- Professionalization of the Field
 - Competencies
 - Curriculum
- Integration in other Sectors
 - Introductory Toolkit

Mobility Management Information and Practices Database

NCMM
National Center for Mobility Management

Narrow your search by making selections below

[Reset Search](#)

Select FTA Region(s):

Type to search in list

- (All) 10 values
- Region 1: ME, NH, VT, MA, RI, CT
- Region 2: NY, NJ
- Region 3: DE, MD, PA, VA, WV, ...
- Region 4: AL, FL, GA, KY, MS, ...
- Region 5: IL, OH, MN, WI, IN, MI
- Region 6: TX, OK, AR, LA, NM

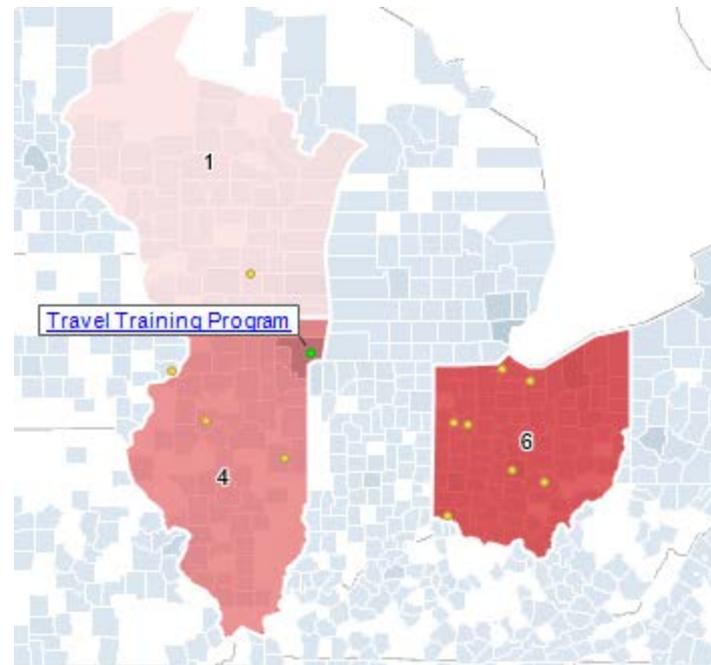
Select Focus of Mobility Management:

Type to search in list

- (All) 14 values
- Bike Share Program
- Community Accessibility
- Community Outreach and Marke...
- Cost Sharing Program
- Funding Development
- One-call - One-Click

Select Demographics:

Rural (<50,000)



Embedding Mobility in Networks

Modeled on Veterans Administration Success

Budding Partnerships Including:

- Food and Nutrition Service Summer Foods Program
- Community Health Centers
- AARP
- Centers for Medicare and Medicaid Innovation
- Aging and Disability Resource Centers

In Closing

- Mobility Management is a Proven Solution
- FTA Supports Communities to Leverage the Practice
- Innovation is Key



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