

Atlanta Regional Commission
Area Agency on Aging

Improving Health Through Better Access to Transportation: Atlanta's Model Approach

Enhancing Independent Living through Mobility Innovations

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Objectives

1. Introduction - Atlanta Regional Commission
2. Why Transportation is Important??
3. Transportation Impact on Medicare Beneficiaries
4. Innovation – Technical and Service Delivery
5. The Future of Transportation ... ADAPTATION
6. Sustainability - Healthcare Partnership Opportunities
7. Q & A

The Atlanta Regional Commission?

- Regional planning and intergovernmental coordination agency for 10-county area
- Metropolitan Planning Organization
- Area Agency on Aging
Aging and Independence Services



www.atlantaregional.com



regional impact + local relevance



CORE PURPOSE/ WHY WE EXIST

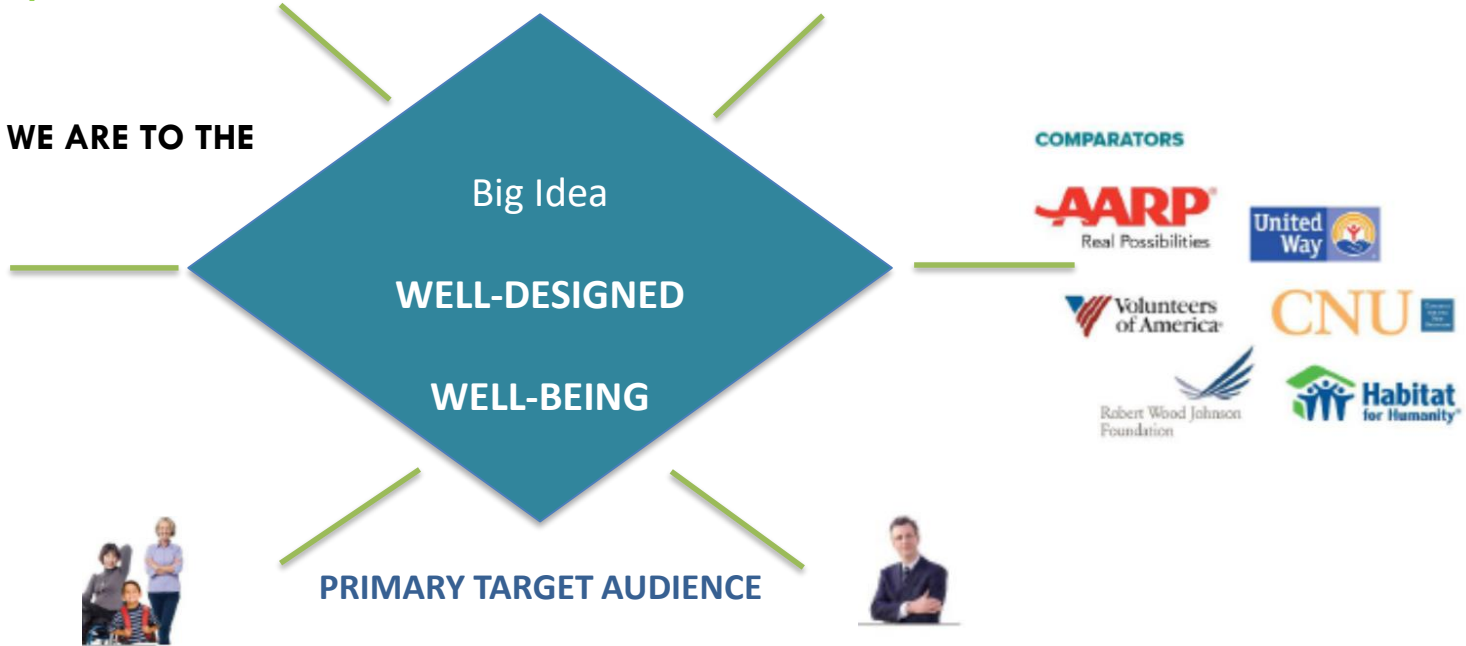
We provide services; adapt systems to enhance livability for all

POSITIONING/ WHAT MAKES US DIFFERENT

We are the **only** social entrepreneurs **who** champion inclusive communities where people access an interconnected system of supports

ATTRIBUTES/ WHO WE ARE TO THE WORLD

Person Centered
Accessible
Trailblazers
Innovative
Stewards



Beneficiaries -looking for solution to their immediate needs as well as a life-long support system

Value proposition - trusted community resource; passionate advocate to help navigate our life choices and open opportunity

Partners— want to understand their roles in a shifting landscape; participate in a larger share vision while achieving their own goals

Value proposition - Outcome based; innovative, future forward

Transportation Program Portfolio

Funding

- FTA Section 5310
- OAA Title III
- SSBG/CBS
- ADA
- Managed Care Funding
- FTA Rides to Wellness
- MSAA Simply Get There

Types of Rides

- Demand Response
 - ✓ Agency Fleets
 - ✓ Volunteers
 - ✓ Vouchers
- Fixed and flex route shuttles

FTA Section 5310 Type Trips/Rider

July 2015 – April 2016

26,848 riders

Trip Type

- 4% - Employment
- 39% - Medical
- 57 % - Personal

Trip Ride / 1274 unduplicated riders per month

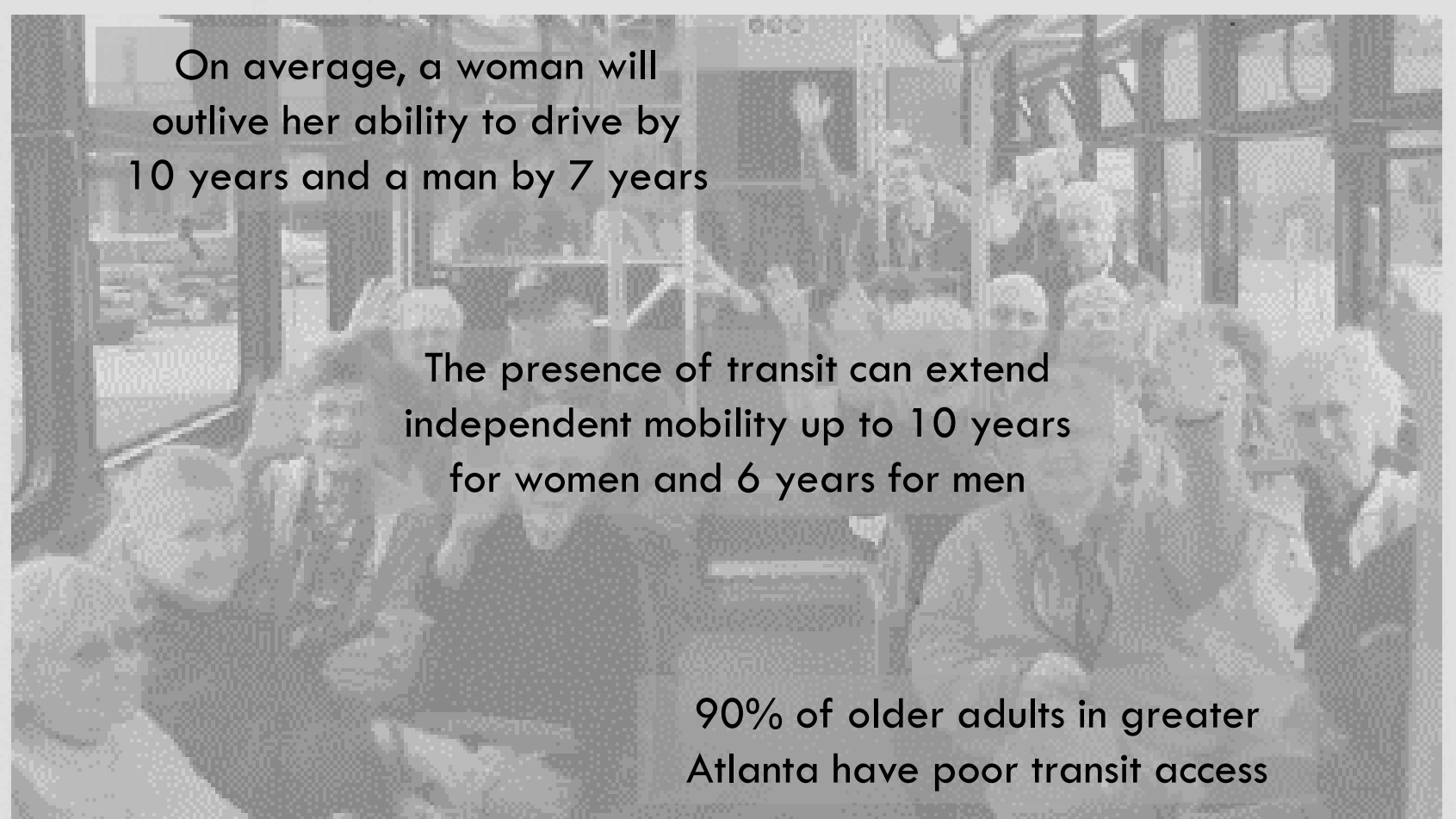
- 82% 65+
- 31% Persons with Disability
- 17% below poverty

FTA Section 5310 Data

- Trip mileage – 12 miles/one-way
- One-way trips – \$ 21/trip
- Shuttle service hours
- Shuttle passengers



Why Transportation is Important



On average, a woman will outlive her ability to drive by 10 years and a man by 7 years

The presence of transit can extend independent mobility up to 10 years for women and 6 years for men

90% of older adults in greater Atlanta have poor transit access

Population Impact

- Top Consumer Need/Request
- Vital for Aging Population
- Transportation Maintains/Improves Quality of Life
- Improved Health Outcomes

Healthcare Impact

Community-based Care Transitions Program

- *GOAL: reduce all cause all condition 30 day readmissions by 20% - 6 hospital partners*
- *Target population = HIGH RISK Medicare FFS beneficiaries*
- *Evidence-based Coaching Self-management intervention (CTI™)*
- *Enhanced services*
 - ✓ *Home Delivered Meals*
 - ✓ *Homemaker Services*
 - ✓ **TRANSPORTATION**

ON AVERAGE,

1 IN 5
MEDICARE BENEFICIARIES
DISCHARGED FROM THE
HOSPITAL IS READMITTED
WITHIN 30 DAYS

Readmission comparison

October 1, 2014- January 31, 2016

Cohort	N	30 day readmission (baseline 19.4%)			Readmission Rate
		Expected	Actual	Avoided	
Cohort #1 - Enrolled w/o transportation services (94% of all enrolled)	7,937	1,540	1,191	349	15%
Cohort #2 - Enrolled and receiving transportation services (6% of all enrolled)	464	90	32	58	7%
TOTALS	8,401	1,630	1,223	407	

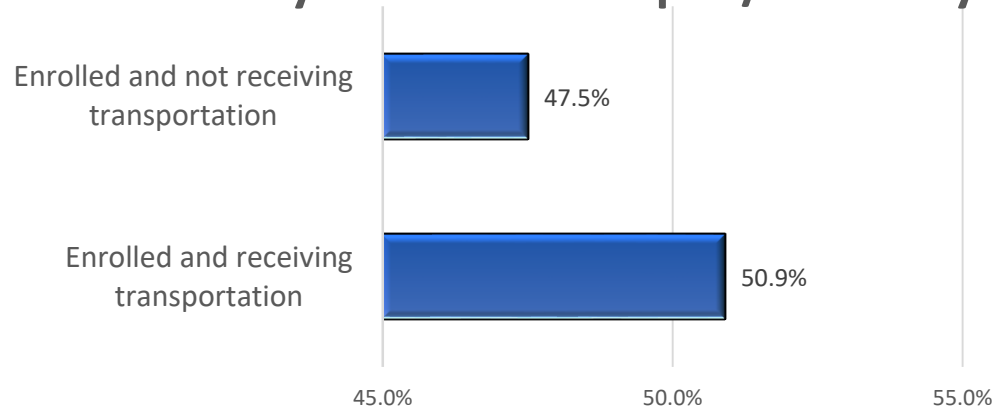
Medicare Savings

Cohort	N	Medicare cost (\$409.91 per beneficiary)	Avoided Medicare costs (\$10,000 per avoided readmission)	Net Gain (savings-cost)
Enrolled w/o transportation services	7,937	\$3,253,456	\$3,490,000	\$236,544
Enrolled and receiving transportation services	464	\$190,198	\$580,000	\$389,802
TOTALS	8,401	3,443,654	4,070,000	626,346



7% Increased Success Rate
in Physician follow-up visit
within 14 days with
Transportation Services

Physician follow-up w/in 14 days



Consumer Transportation Bridges

- Aging and Disability Resource Center
- [SimplyGetThere.org](https://www.simplygetthere.org)
- Travel Training
- New Healthcare Partners

Phase 1: Simply Get There

<http://www.simplygetthere.org/>

SIMPLY GET THERE

Providers

Sign up

Log in



Trip

Options

Review

Plan

NEXT

Trip Details



Trip*

Round trip One-way trip

Trip Options*

- Bike
- Carpool
- Drive
- Specialized Services
- Vehicle for Hire
- Public Transit
 - Bus
 - Rail

Trip Purpose*

General Purpose

Departing From*

Arriving At*

Trip #1
(Outbound)*

Arriving By 09/14/2015 6:00 pm

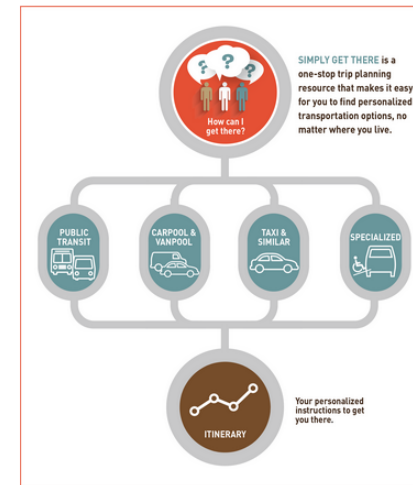
Trip #2 (Return
if round trip)*

Departing A 09/14/2015 8:00 pm



NEXT

About Simply Get There



Please click here for more information about transportation options in the Atlanta region. If you need someone to compare trip options by telephone, please call 404-463-3333.



Phase 2: System Design Specifications

- System design specifications to expand software application capabilities and allow “trip transaction”
 - ✓ Centralized eligibility
 - ✓ Triaging to the best provider and mode
 - ✓ Booking
 - ✓ Scheduling
 - ✓ Dispatching
 - ✓ Payment
- Release the design as open source software so that others can use it.

Marketing

- Marketing Campaigns
- Television Partnership
- Community Engagement and Outreach
- Trainings and Forums



Now I
CAN get to my
appointments.

BUS TAXI PARATRANSIT BICYCLE WALK VEHICLE TRAIN

SIMPLYGETTHERE.ORG
Plan your trip around metro Atlanta today.

Explore your transportation options.
Compare prices and trip lengths.
Travel where you need to go.

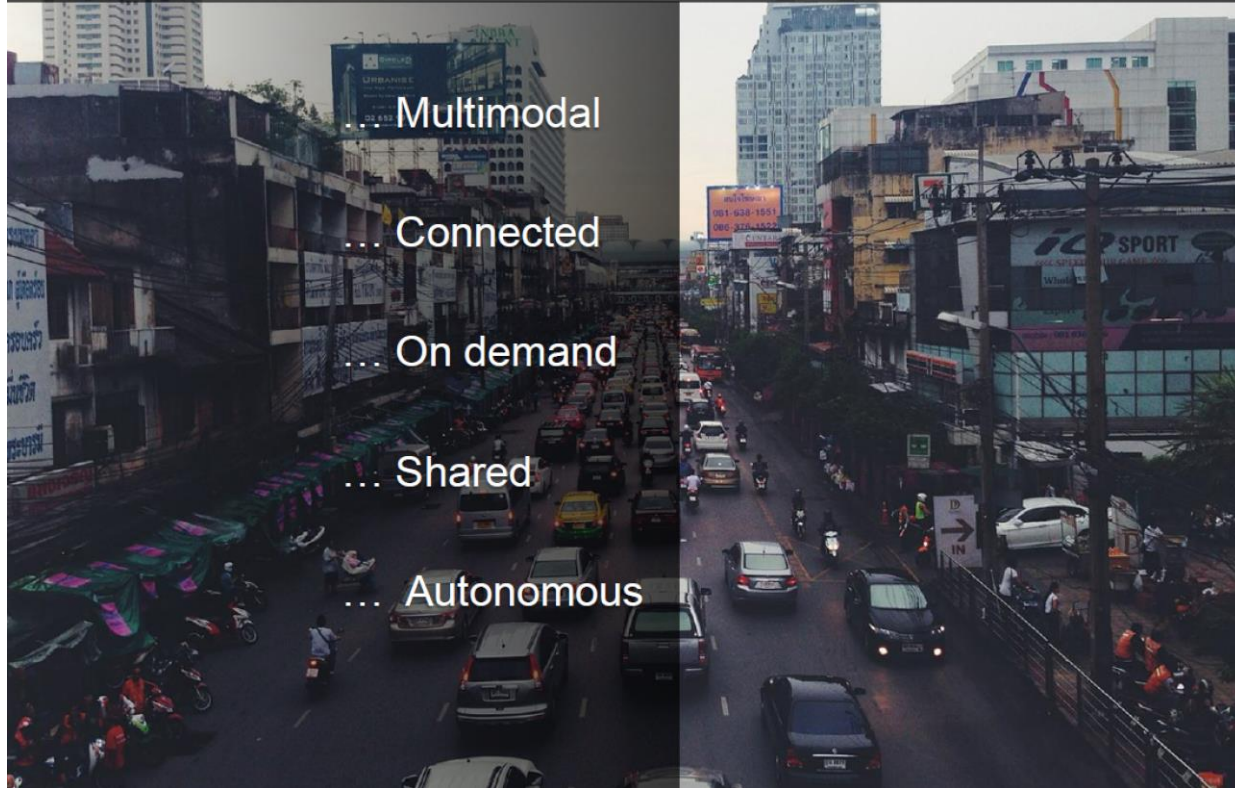
ARC
ATLANTA REGIONAL COMMISSION

Travel Training

- Instills the skills needed to ride public transit
- Individuals and groups
- Teaches:
 - How to plan a trip and read schedules
 - How to get to and from nearby bus/train stops
 - How to buy a ticket
 - How to board and exit trains and buses

THE FUTURE OF TRANSPORTATION

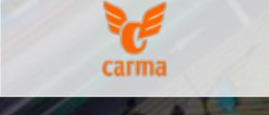
The future of urban mobility is ...



Shannon Bouton, COO, McKinsey Center for Business and Environment, Keynote Speaker, Community Transportation Association of American EXPO, Detroit Rising, Mar, 2017

THE FUTURE OF TRANSPORTATION

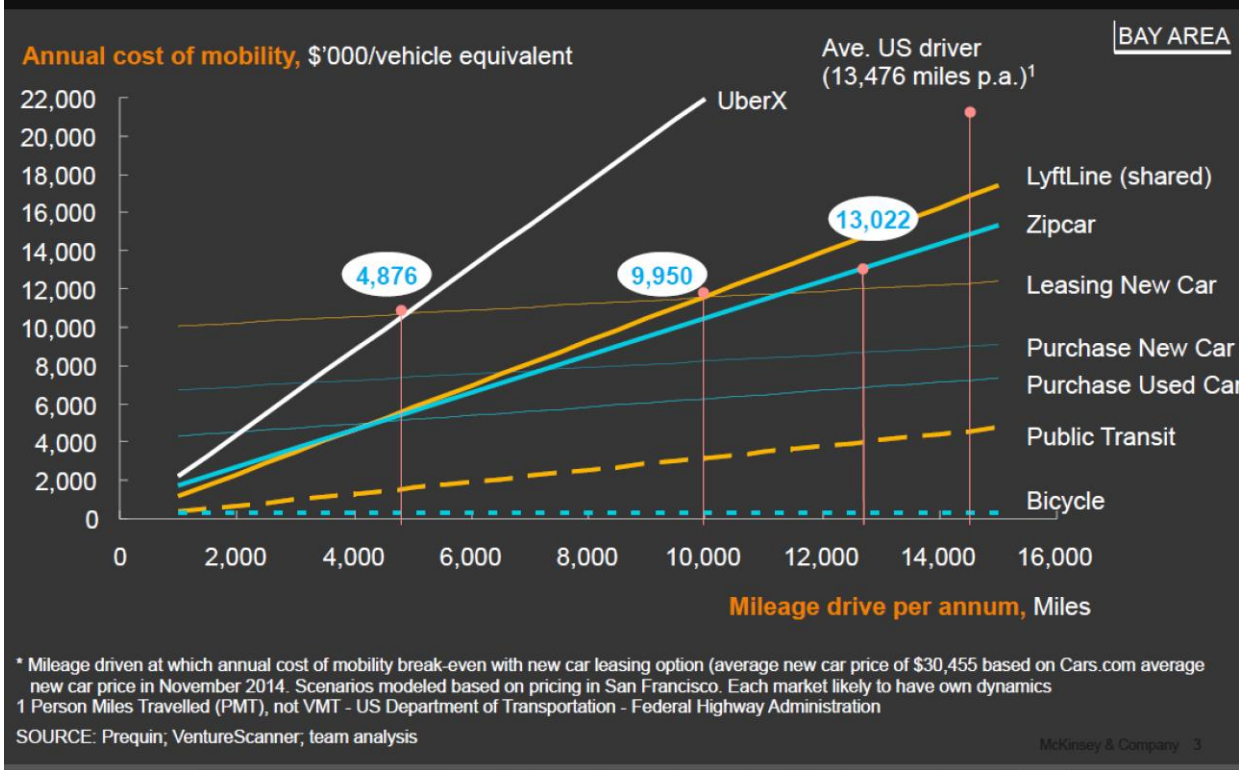
A wide range of new options for moving around cities are emerging and spreading globally

Category	Sample companies	Business model description	Typical trip duration
E-Hailing		On-demand hiring of a private car using a virtual app or electronic device. One group of riders matches with one driver	Minutes
Shared e-hailing		On-demand hiring of a shared-occupancy car using a virtual app or electronic device. Multiple riders can match with one driver	Minutes
Car sharing – fleet operator		On-demand short-term car rentals with the vehicle owned and managed by a fleet operator	Hours
Car Rental – P2P		Consumers go onto platform and share individual vehicles. A peer-to-peer “Airbnb for cars”. Getaround model is per-hour; RelayRides is per day	Hours or Days
Car pooling v2.0		Technology & app-enabled carpooling between a non-professional driver and riders to share empty seats. Multiple riders can match with one driver	Minutes

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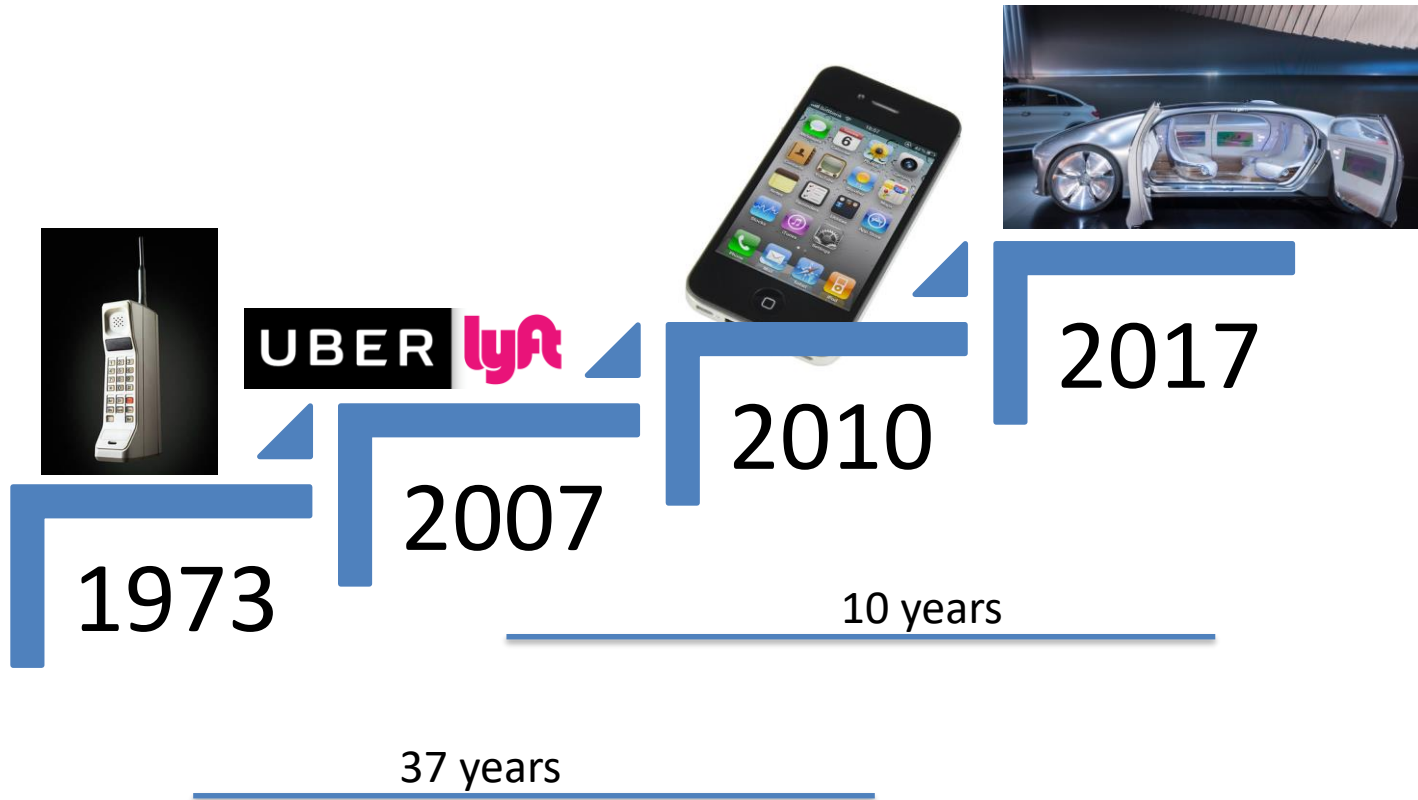
THE FUTURE OF TRANSPORTATION

Some new mobility concepts can undercut the cost of car ownership – particularly at lower mileage levels



Shannon Bouton, COO, McKinsey Center for Business and Environment, Keynote Speaker, Community Transportation Association of American EXPO, Detroit Rising, Mar, 2017

ADAPTING TO THE DISRUPTORS



Healthcare Partnerships – FTA Rides to Wellness (R2W) partnership

A Federal Transit Administration initiative with goals to:

- ✓ Increase partnerships between health and transportation providers
- ✓ Increase access to care
- ✓ Improve health outcomes
- ✓ Reduce health care cost

People with disabilities may not have the ability to independently drive a personal vehicle.

Older adults may develop disabilities over time and live on fixed incomes which may lower their spending ability.

Low-income residents may not be able to afford a personal vehicle.

PREDICTED OUTCOMES

- < reported physical and mental unhealthy days
- Reduction in missed healthcare appointments
- Increased fixed-route ridership and usable data to make route adjustments and infrastructure improvements

EARLY OUTCOMES – 2 months

enrolled - 13

scheduled appointments - 59

kept appointments – 46

Compliance baseline = 78

receiving travel training - 4

Healthcare Partnerships – Managed Care and Housing Authority partnerships

Kaiser Permanente – provide comprehensive assessment and service brokering for complex medical patients missing appointments.

- 75% require transportation assistance

EARLY OUTCOME - Improved follow up appointment compliance (n-10)

Atlanta Housing Authority

- Reduce housing evictions
- Improves coordination of care

OUTCOMES

- Eliminated lease violations 100%
- Access to medical services 40%
- Access to food 50%
- Access in-home supports 40%
- Benefits enrollment 45%
- Furniture replacement 25%

Additional Opportunities

- Funding Flexibility at Local Level – re-examine outmoded rules
- Design Programs at Onset to Capture Data
 - Consider testing multi-funding data pilot
- Improve Provider Capacity
 - Training and Education
 - Implement technology to efficiently deliver services and capture data
- Demonstrate ROI (financial and social)

Questions??

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