

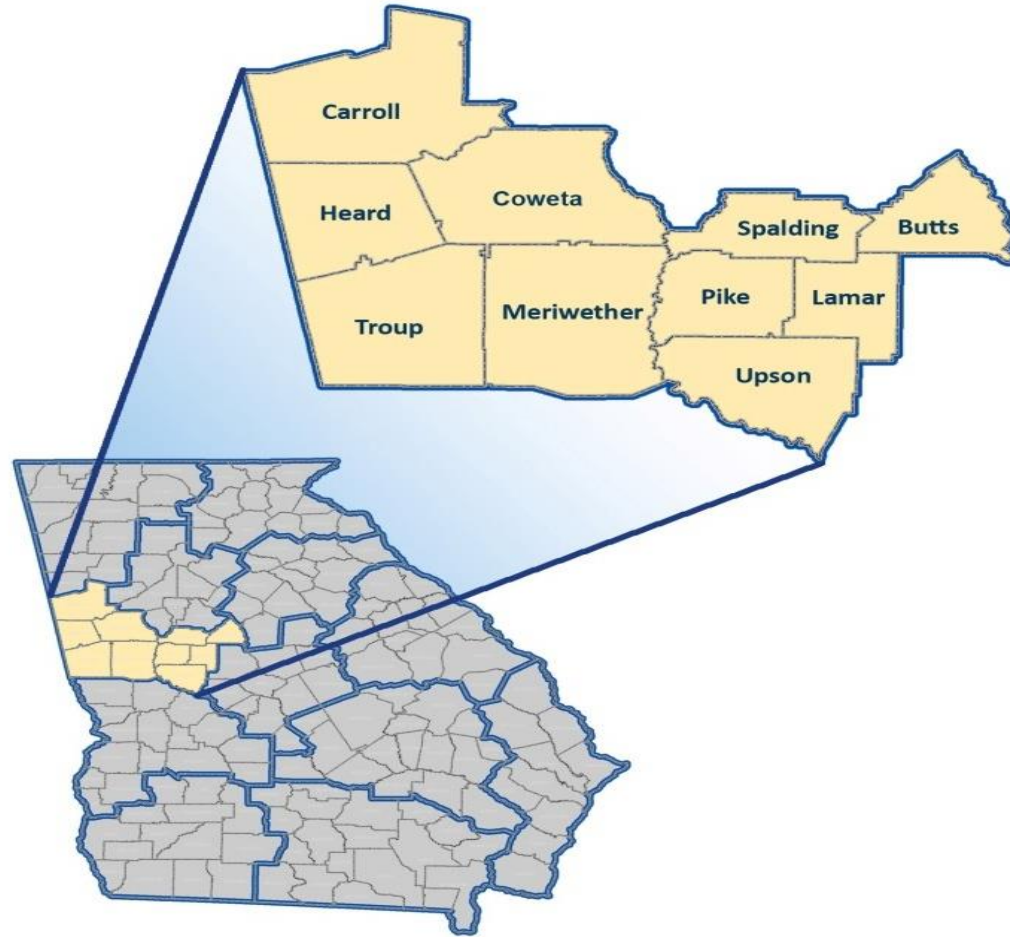
# Coordinated Transit The Pieces of the Puzzle

Joy Shirley/Belinda Hayes  
Three Rivers Regional Commission  
July 30, 2017

# Three Rivers' Region

## Population

2010	489,781
2016	Est. 510,741



# Why Coordinated Transportation

Before Coordinated Transportation agencies operated their own program in silos, passing each other with 1-2 passengers being transported to the close location.

This was very costly to the state.

# How Coordinated Transportation System Begin in Georgia

Regional History

Goal: Deliver Quality Transportation

1995 McIntosh Trail

Regional Development Center received  
Demonstration Project Grant.

Committee Formed of Agencies Organizations,  
& Services for 2 Counties

# Regional History - Continued

- 1997 -Expanded to 3 additional counties
- Regional Development Center mapped all
- Department Human Services travel route on map
- Selection of Transportation Providers
- The Chattahoochee Flint (CFRDC) and Regional Development Center came together to discuss Common Concerns regarding Transportation

# Regional History Continued

- Chattahoochee Regional Development Center (CFRDC) Transportation Committee was formed
- May 1998 DHR- Department of Human Resources announced Regional Implementation
- The DHR Coordinated Transportation System began in fiscal year (FY) 1999 with the start-up of four regions
- System was later expanded statewide

# Who Utilizes Coordinated Transportation?

Coordinated Transportation provides access to human services for:

- Older citizens
- Disabled individuals
- Temporary Aid for Needy Families (TANF)

Clients with limited Transportation options

# Coordination with Partner Agencies

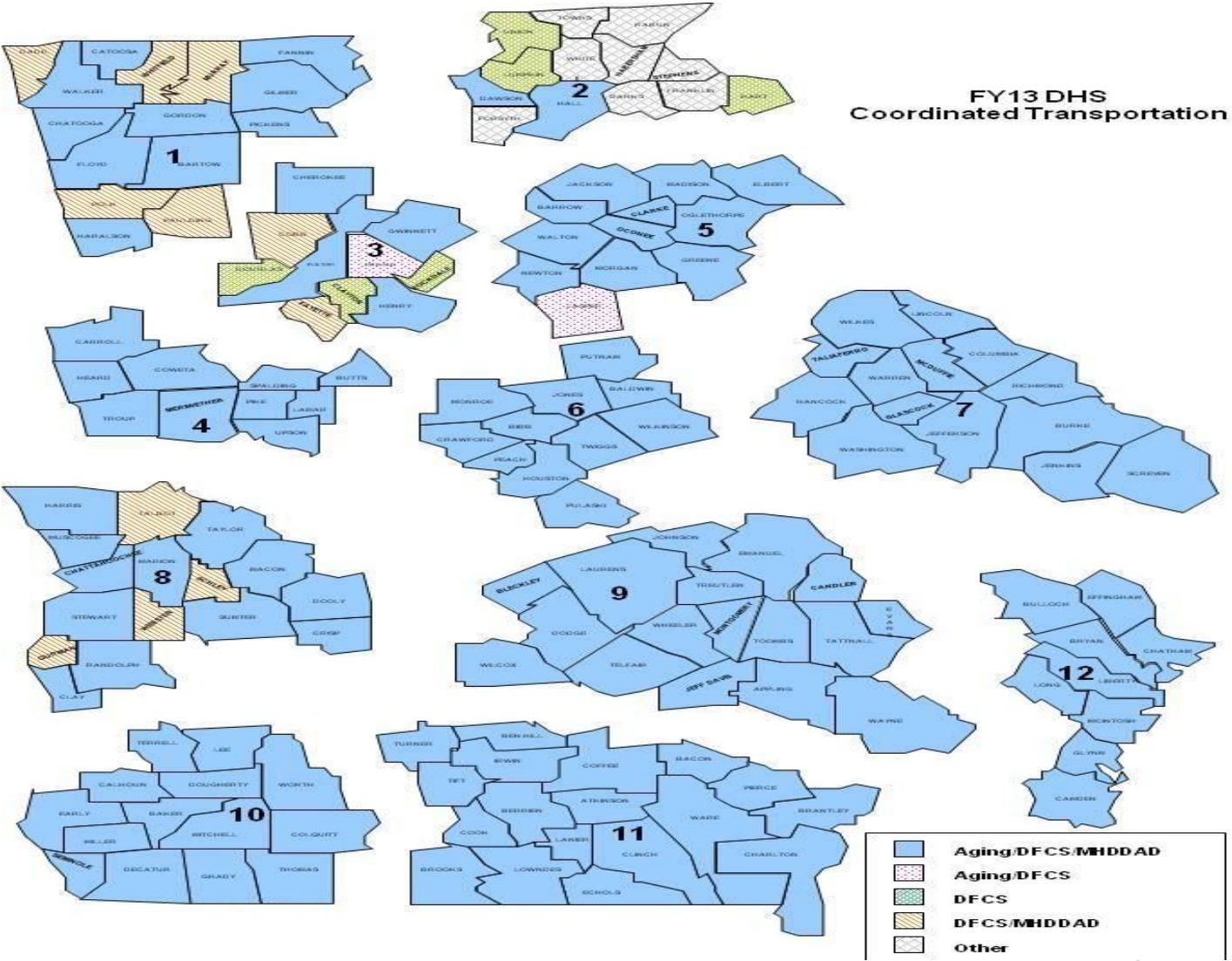
- DHS provides Transportation for:
  - DHS: Division of Aging Services & DFCS
  - Georgia Department of Behavioral Health & Developmental Disabilities (DBHDD)
  - Georgia Vocational Rehabilitation Agency (GVRA)
- Provides increased efficiency in operations
- Eliminates duplication of programs, staff, services & vehicles
- Increases safety & reduces cost



# TODAY

- As of FY 2018 (FY18-July 1, 2017-June 30,2018), Transportation services are provided in all 12 DHS regions
- Services provided vary from region to region
- Each region makes local decisions on how to best meet the needs of the consumers in their articular area.

# Coordinated Transportation Regions



# Coordinated Transportation Overview

- 3 Field Operations Coordinators Supervise regions
- Regional Transportation Office (RTO) locate in each DHS region
- 2 staff in each region:
  - Regional Coordinator
  - Administrative Coordinator
  - Staff design, coordinate, and monitor services
  - Oversee Transportation providers/contractors
  - Provide fleet management for Department of Human Services (DHS) and Department of Behavior Health & Development Disability (DBHDD) vehicles

# Coordinated Transportation System Overview

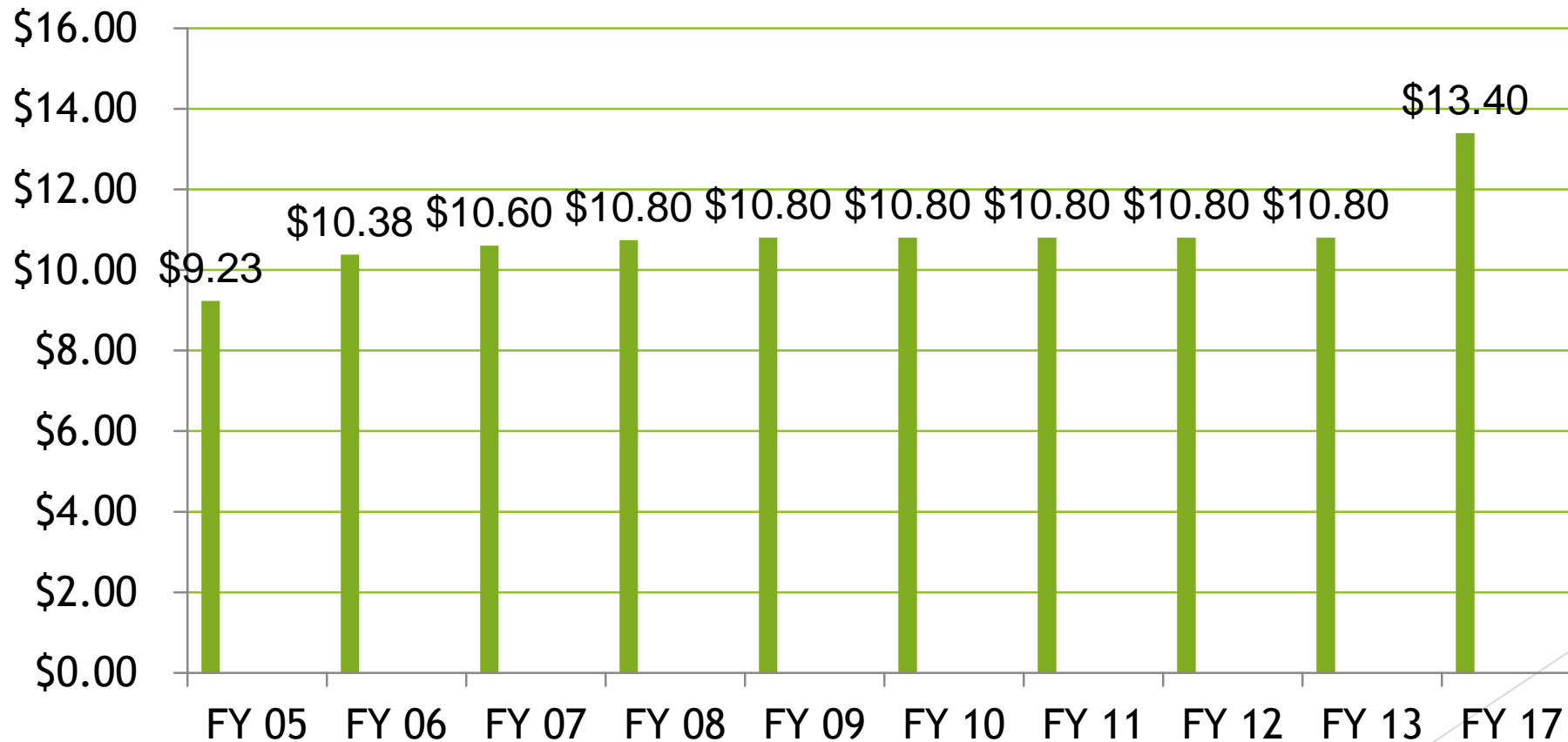
## Transportation Providers/Contractors

- ✓ Open competition encouraged
- ✓ Providers/Contractors can be:
  - Regional Commissions
  - County governments
  - Private Non-profits
  - Private For-profits
  - Other governmental or quasi-governmental entities



# Average Cost Trip FV 2005-FV 2018

## DHS Human Services Transportation Cost



# 5311 Program (Rural Transportation)

- Provided member governments with the opportunity to provide transit services for improving access:
  - Business
  - Commercial
  - Activity Centers
- Section 5311- is the name of the federal funding program administered by the Federal Transit Administration (FTA) to provide assistance for rural public Transportation

# 5311 Program (Rural Transportation)

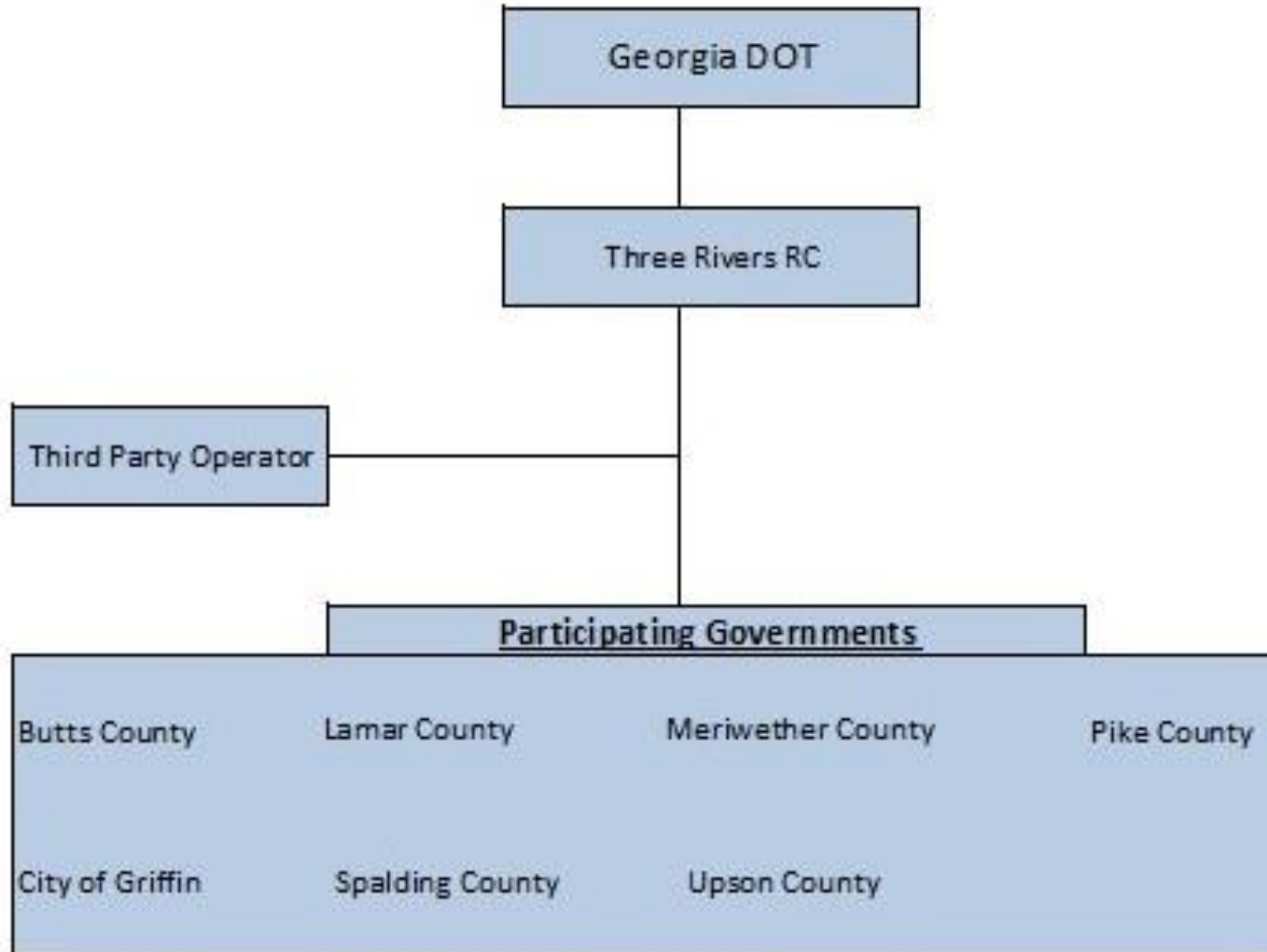
- Federal transit are allocated to the State on a formula basis
  - Used For:
    - Capital Assistance
    - Operation Assistance
    - Planning
    - Program Administration
- Georgia Department of Transportation (GDOT) administers the program

# 5311 Program (Rural Transportation)

- Member government in the Three Rivers Commission (TRRC) participating in regional public Transportation services include:
  - Butts
  - Lamar
  - Spalding
  - Upson
  - City of Griffin
  - Carroll – starts up January 2018
- The Regional Public Transportation Program is administrated by TRRC on behalf on members governments and was the first regional rural/suburban public transit service established in State of Georgia
- Heard, Troup and Coweta counties have stand alone 5311 programs



# Three Rivers Regional Transit Contract Organizational Chart



# 5311 Program (Rural Transportation)

- More cost effective way to provide public Transportation
- Service is most heavily used by:
  - Seniors
  - Local work force
  - Disabled population
- Public Transportation is used:
  1. Assist people to obtain and retain employment
  2. Medical
  3. Provide access to job training & provide access to commercial zones
  4. Quality of life enhancement purposes

# Benefits of Public Transportation

Congestion /  
Road Funding

Reduces congestion  
for routine local trips

Providing transit  
helps road projects  
rank higher

Community  
Benefits

Provides senior  
citizens with access  
to medical care

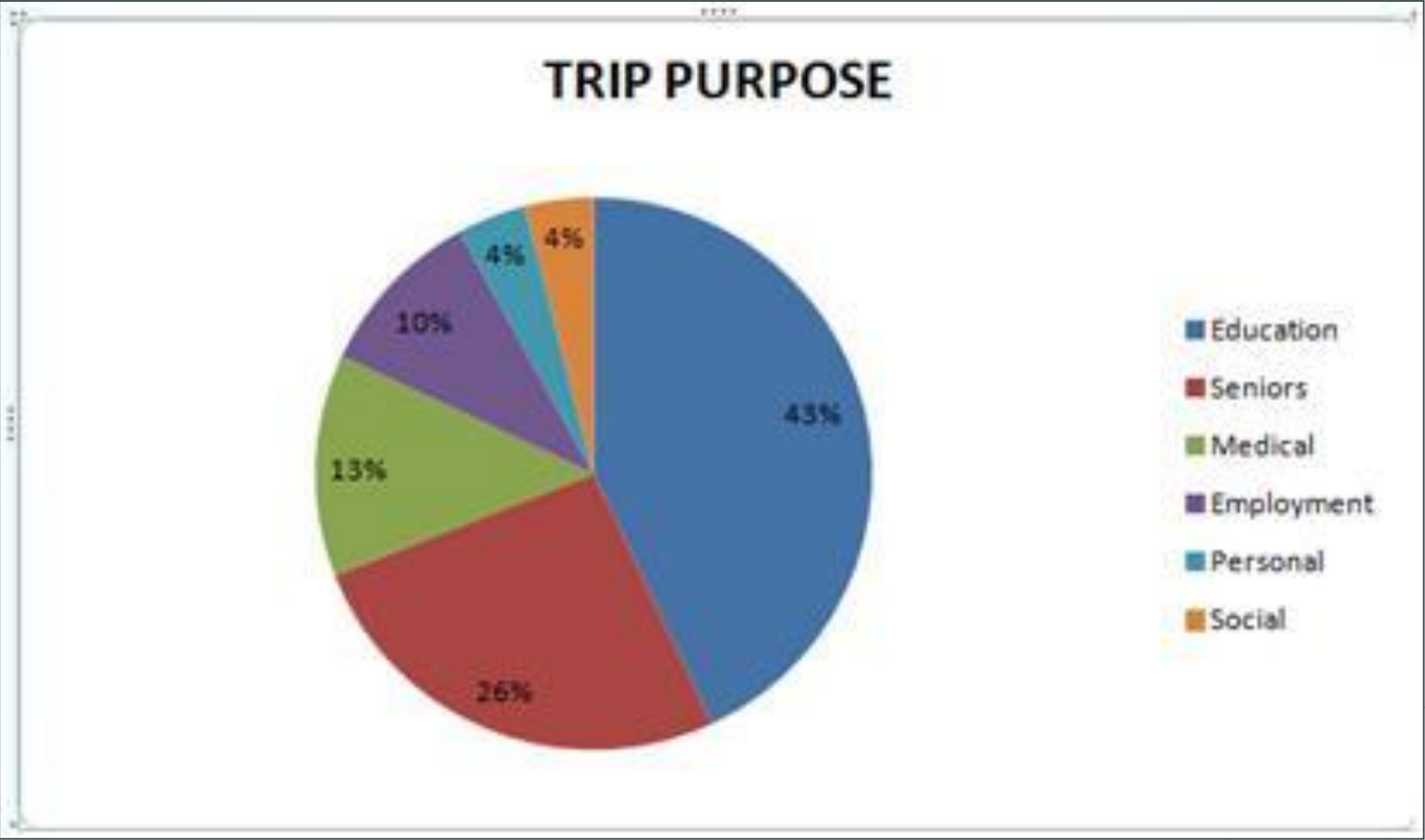
Elderly and disabled  
are able to remain  
independent

Economic  
Development

Provides access to  
job training and  
employment

Provides access to  
commercial / retail  
areas

# Coweta County Transit (16,412 trips this year)

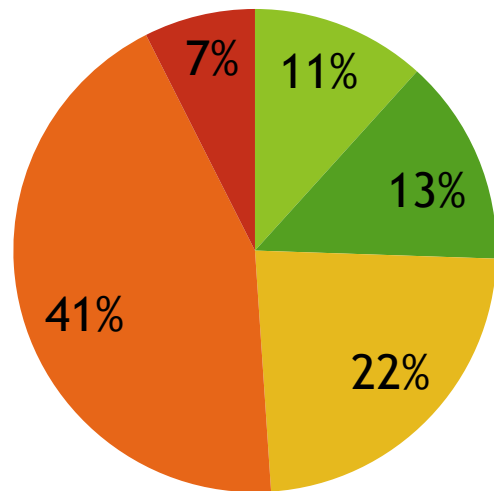


# Georgia Department of Transportation Rural Public Transit System (5311)

- In three regions of the state, same contractor is used for both the DHS Coordinated Transportation System and the GDOT 5311 Rural Public Transit System
- Increases efficiency:
  - DHS purchases services
  - GDOT provides capital equipment & maintenance support.
- The cost savings enable DHS to provide Transportation to more consumers and services
- Service duplication is lessened tremendously

# FUNDING

## Coordinated Transportation Funds Sources Total: \$27,883,696



- FTA Section 5310
- Aging Services
- DFACS (TANIF)
- DBHDD (includes ADA Funds)

# Regional Transportation Coordinating Committee

- Planning/Designing Services:
  - a) Each area has a Regional Transportation Coordinating Committee (RTCC)
  - b) Regional managers from Aging Services, DFCS, DBHDD, & GVRA involved
  - c) Representatives from GDOT, other local agencies, advocates, & others w/vested interests
  - d) RTCC develops Transportation plan for each region
- Includes trip needs, consumer requirements, and budget availability & costs

# Transportation Committee

## ➤ Implementing Services:

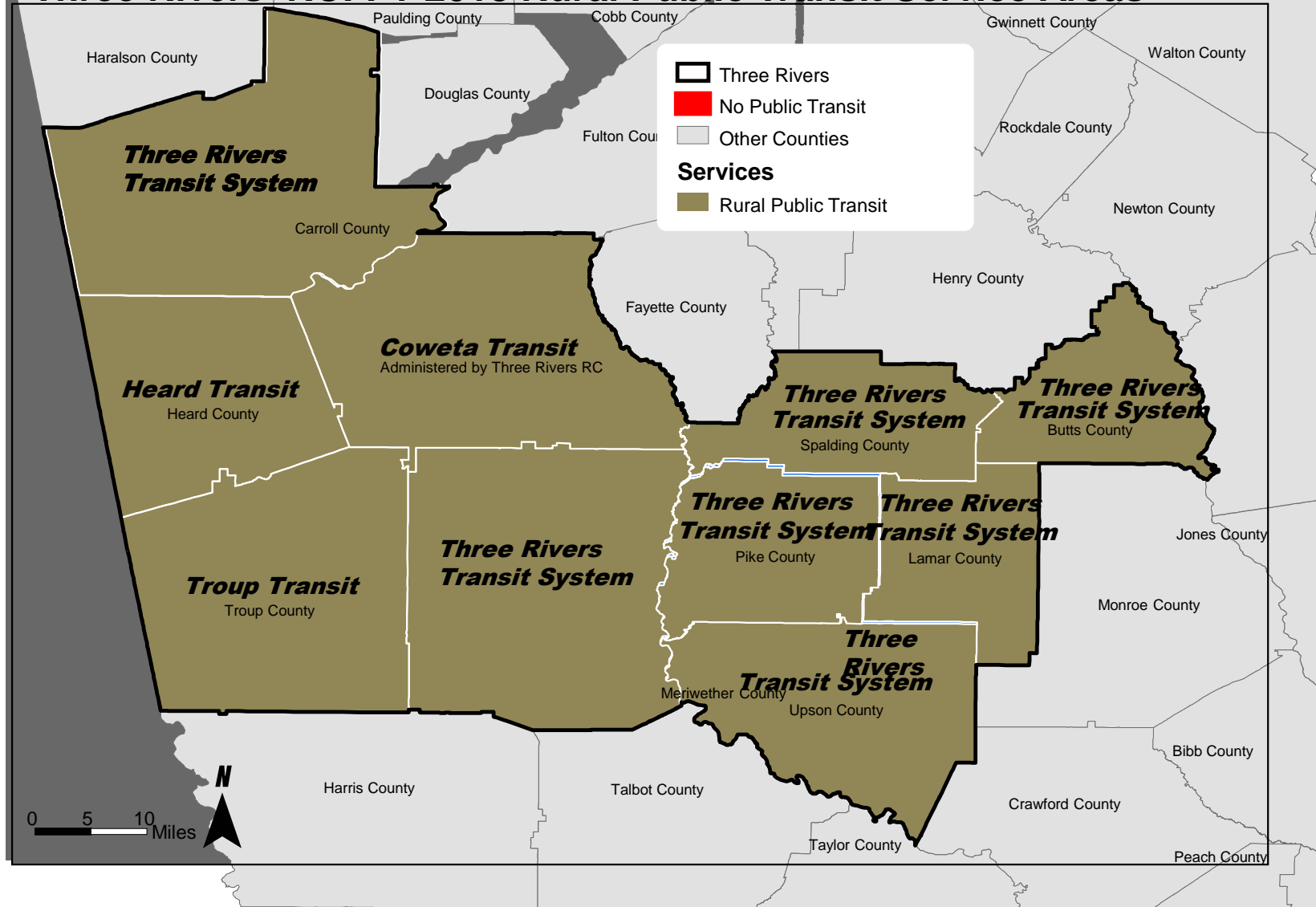
- The RTCC approves Transportation providers each year for their region
- RTCC develops funding allocations, within budget constraints, for the needs of the region
- RTCC & RTO manage resources within their areas
- Local program managers order trips



# Participants on Coordinated Committee include

- Regional Transportation Staff
- Regional Division Representation
- Human Service Partners
- Transportation Providers

# Three Rivers RC: FY 2018 Rural Public Transit Service Areas



# Uncoordinated Example: Redundant Delivery System



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Provider/Broker A



General  
Public



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Provider/Broker B



Seniors Jobs



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Provider/Broker C



Medical

# Coordinated Example: Streamlines Delivery System



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Provider/Broker



General Public  
Seniors Jobs  
Medical

# Coordination with Partner Agencies

- **Regional Human Service Transportation (RHST) Committee**
  - General Assembly in 2011 (HB277)
  - Administered by the Georgia Regional Transportation Authority (GRTA)
  - Mandates cooperation in improving RHST in Georgia
  - Mission is to identify methods to increase current coordination among RHST agencies & make recommendations to OPB & Gen. Assembly
  
- **Georgia's "Big 3" Agencies involved:**
  - Department of Human Services
  - Coordinated Transportation System
  - Georgia Department of Transportation
  - 5311 Rural Transit Systems
  - Department of Community Health - Medicaid Non-Emergency Transportation (NET) System

# Georgia 2030: Senior Livability

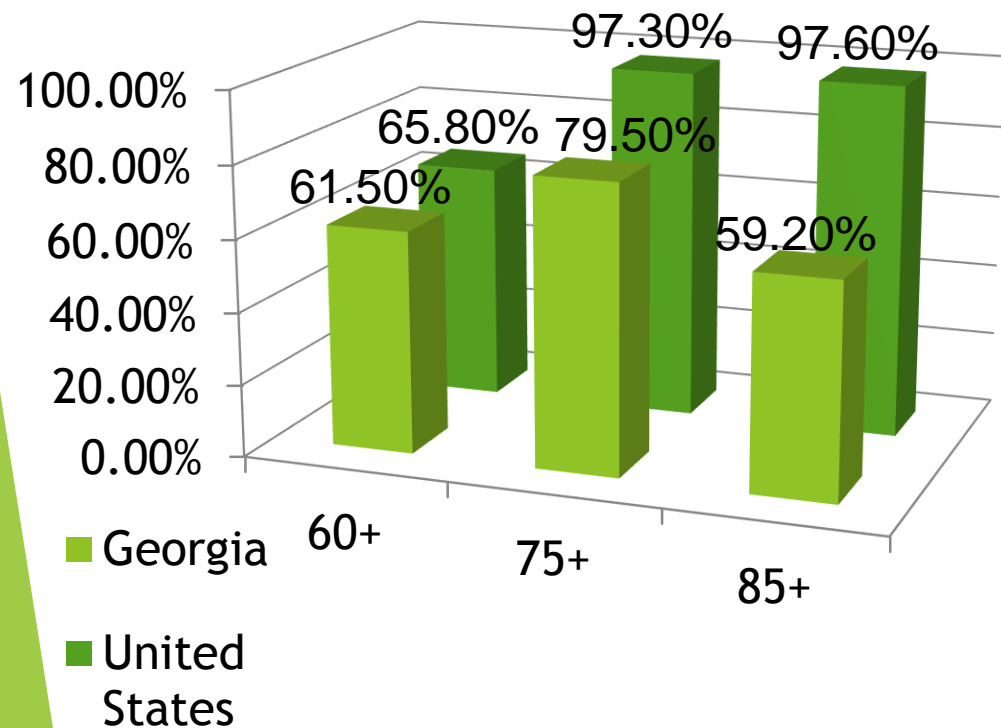


Figure 2. Aging Population Projections (Aging), 2012

- Georgia's Aging Population will rise sharply through 2030
- Human Services Transit, including the elderly, will need 31% funding increase to keep up with population growth (Aging, 2012)
- Public Transit Systems will have to increase system flexibility to accommodate older riders

# RHST: Why Coordination? – Increasing Demand

Growing transit-dependent population

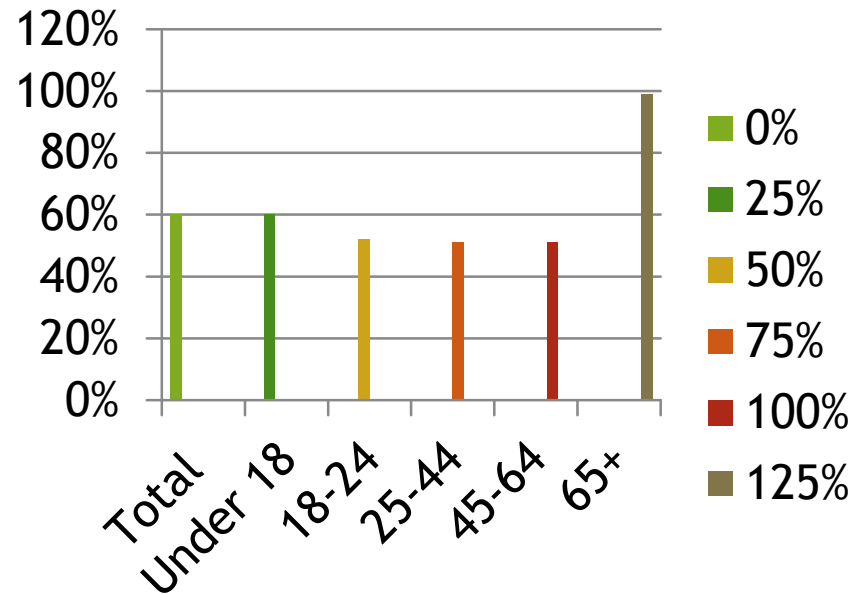


More community-based services



Funding challenges

Projected Change for Age Groups between 2010 and 2030 in Georgia



- **New populations eligible for service:**
- **Estimate 500,000 new Medicaid by 2019**

# Who Needs Transit?

## Why ?



### ➤ WHO?

- Disabled
- General Workforce
- Elderly
- General Public

### ➤ WHY?

Rural are with no cars and great distances

Medical appointments

Job training, Education, Employment

Nutrition, Shopping, Social



# Who Makes it Happen?



- Consumers
- Existing funding
  - GA DOT
  - GA DHS
  - Medical Brokers
- Transit network
  - Three Rivers RC
  - Contract Service providers



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## **Sample Press Release**

### **Three Rivers Regional Commission**

Post Office Box 818  
Griffin, Georgia 30224

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DATE: June 29, 2015  
Contact: Robert Hiatt  
TITLE: Governmental Services Division Director  
PHONE: (678) 692-0510

#### *PRESS RELEASE*

FOR IMMEDIATE DISTRIBUTION

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### **PUBLIC TRANSPORTATION IN BUTTS, LAMAR, MERIWETHER, PIKE, SPALDING, AND UPSON COUNTIES**

The regional public transportation program provides public transportation for residents of Butts, Lamar, Meriwether, Pike, Spalding, and Upson Counties, and has operated in the region since 1999. The regional public transportation program is administered by the Three Rivers Regional Commission on behalf of its participating governments.

The regional public transportation program operates under a “demand response” model which means that there are no fixed routes, bus stops, or pick up times. With a demand response model residents call in and order a trip 24 hours in advance, and daily routes are generated based on the destinations requested. The transportation operator will attempt to accommodate all callers for the times they request. During peak times (**8:00 am to 10:00 am and 2:00 pm to 5:00 pm**) the system may be at or near full capacity, and trips scheduled during off peak times (**10:00 am to 1:30 pm**) have the most seating capacity available.

In order to schedule a trip on the public transportation system, **please call 1-855-407-RIDE (7433)**. The fee is \$2.00 per one way trip (\$3.00 for Meriwether County), and the service is offered Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m.



**When you need  
Transportation  
to or from:**

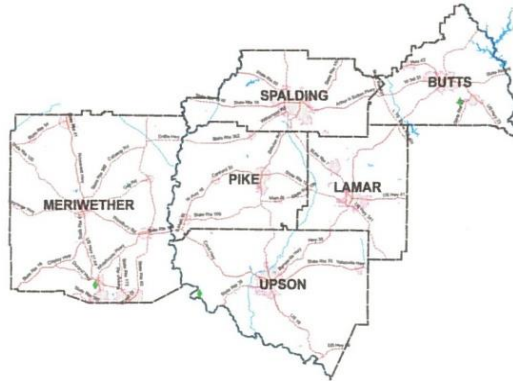
*Medical Appointment  
Hospital (non-emergency)  
Employment (Limited)  
Senior Center  
Bank  
Educational Facilities  
Shopping  
Social Outings  
and many other places..*

**You can count on  
Three Rivers Transit!**

**Call Toll Free:  
(855) 407-7433  
RIDE**

***Call us today!***

It is the policy of Three Rivers Transit that no individual shall solely by reason of race, age, sex, color, religion, national origin, political affiliation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program receiving federal funds.



For additional information regarding the discrimination policies and/or procedures in filing a complaint:

**Regional Contact:**

**Mamie Tomys, Transit Administrator  
Phone: (678) 692-0510**



**DIAL A RIDE —  
Toll Free:**



*"When you need  
transportation...."*

**Proudly serving the counties of:**

**Butts, Lamar, Meriwether, Pike,  
Spalding and Upson**

## Hours of Operation

Monday-Friday—8:00 am—5:00 pm  
(Excluding Holidays)

### Cost of Rides

\$2.00 for each stop in Butts, Lamar, Pike,  
Spalding, and Upson Counties

\$3.00 for each stop in Meriwether County

Fares must be paid at time of boarding  
or prior to pick up.

Drivers cannot make change or extend credit.

### Scheduling Your Ride

Transit operates on a “first come, first serve”  
basis and requires at least a 24-hour notice to  
schedule a trip. All stops must be scheduled  
when appointment is made.

### **What do I do if the transit vehicle is late?**

Call the Transit office at (855) 407-7433, and  
we will check the status of the vehicle’s  
arrival time.

### **What if I have questions?**

If you have a question, complaint, compliment  
or simply a suggestion, please call: (855) 407-  
7433.

## Passenger Rules

- ❑ Safety is our first priority; therefore,  
seat belts are to be used at ALL times.
- ❑ Children under the age of 16 must be  
accompanied by a parent or guardian.
- ❑ Child care seats are required for chil-  
dren ages 5 and under. Parents are  
responsible for providing and secur-  
ing the car seat prior to the trip.
- ❑ No school bus service is provided.
- ❑ Animals, other than “Service  
Animals” are not allowed.
- ❑ Limit packages to no more than what  
the passenger can carry. Packages  
must be stowed under the seats or in  
the back of the vehicle to avoid any  
unsafe hazardous exiting or entering  
by others. Aisle must remain clear at  
all times.
- ❑ No smoking/eating/drinking allowed  
in vehicles.
- ❑ Absolutely no alcohol, illegal drugs or  
weapons allowed. Riders who appear  
to be under the influence of alcohol  
or illegal drugs may be denied trans-  
portation service.
- ❑ No hazardous, combustible, or flam-  
mable chemicals allowed at any time.
- ❑ Inappropriate behavior which pre-  
sents a danger or nuisance to other  
passengers or transit staff will not be  
tolerated; this includes, but is not  
limited to, verbal or physical vio-  
lence, offensive language, gestures or  
threats.
- ❑ Drivers will wait at the scheduled  
pick up point five (5) minutes. Riders  
should make every effort to be ready  
and waiting at the scheduled pick up  
time. (Note: Driver will not be sent  
back once vehicle is in route after the  
five (5) minute wait time has lapsed.  
This holds true for forgotten items.)
- ❑ Riders with two (2) no shows without  
prior notice or cancellation will be  
suspended from ridership for a two  
(2) week period and may result in the  
denial of future public transportation  
services.
- ❑ Demand response public transit can-  
not guarantee “daily” transport for  
work or school commutes.

*Thank you for riding with us!*

# Three Rivers Information

- Please visit the Three Rivers Regional Commission Transit Page

[www.threeriversrc.com](http://www.threeriversrc.com) to find additional transit information !

- Also visit the Georgia Transit Association's websites

[www.gatransit.org](http://www.gatransit.org)

[www.threeriversrc.com/transportation-services.php](http://www.threeriversrc.com/transportation-services.php)

for more information on transit available throughout Georgia!