

Mobility Management

Operations Improvements

MetroPlan Orlando

Transportation Disadvantaged Local Coordination Board

08/08/2019

Summary

Provides a review of operational Improvements and alternatives for FY20 paratransit operations for the two programs:

Americans with Disabilities Act of 1990 (“ADA”)

The State of Florida Transportation Disadvantaged Program (“TD”)



- **Preliminary FY18 Overview**
- **Implementation Approach**
- **Operational Improvements**
 1. Free Bus Pass Program
 2. Travel Training
 3. Enhanced Eligibility Process and Enforcement
 4. Enhanced Process & Procedures
 5. Provider Scheduling and Productivity
- **Implementation Activities**
 - Pilot Free Bus Pass Program (Summer FY19)
 - Integration with service providers (ACR, PassWeb, API Software, Base Map Update)
 - Reduce call center operations
 - RFP Mobility Services providers FY2020
- **Potential Policy Level Options**
 1. TD: Trip Reason Priority
 2. TD: Hours of service
 3. TD: Capping trips based on State of FL funding level
 4. ADA: Strict adherence to ¾ mile fixed route alignment
 5. Other: Utilizing Medicaid / HMO benefit first
- **Next Steps**

Overview

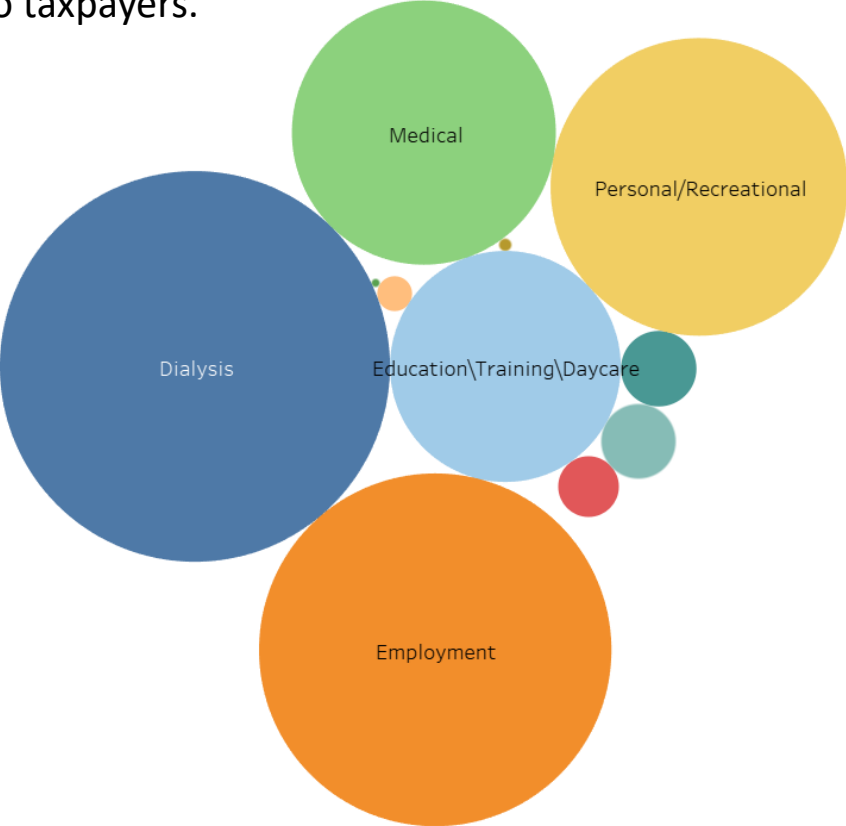
FY18 Year in Review



FY18 Overview

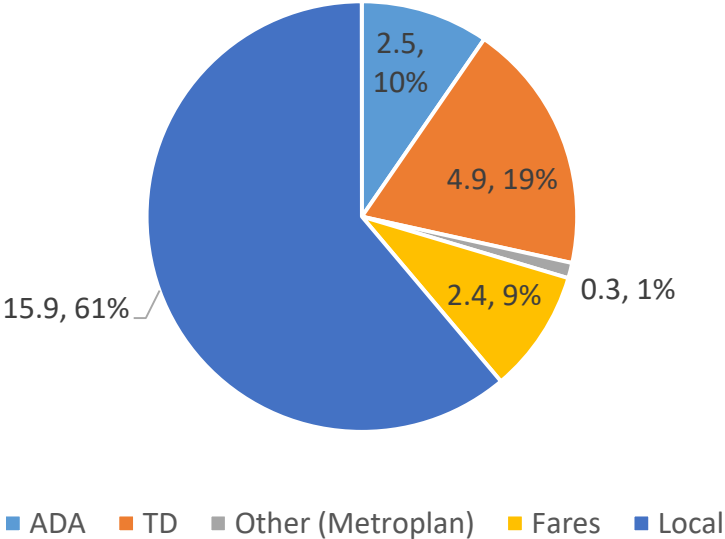
Objective

To provide a review of Paratransit volumes and costs for FY18 and discuss potential service options to balance passenger needs and cost to taxpayers.



	Value
Passengers Per Trip	1.1
Average Fare Collected	\$ 3.93
Average Cost Per Trip	\$ 39.15

Annual Expense \$M

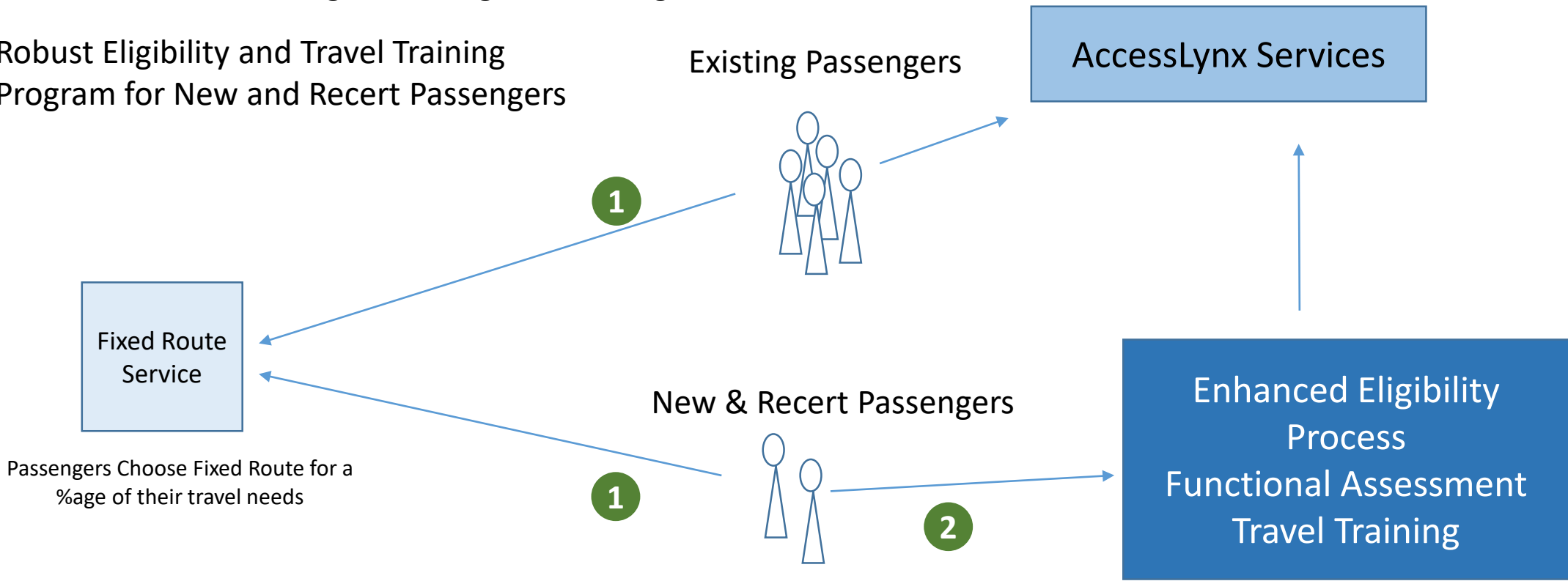


Implementation approach



Operations Level

- 1 Offer Free Bus Pass Program to Eligible Passengers
- 2 Robust Eligibility and Travel Training Program for New and Recert Passengers



Operational Level

Goal – Shift 1 trip per passenger / Month Paratransit to Fixed Route
\$2M Potential Annual Savings Purchased Transportation
(39.15*1*4096*12)

Operational Improvement Areas



Overview

Purchase Transportation Expense

	<u>FY19</u>	<u>FY19 Amended</u>	<u>FY20 Projected</u>
Budget	24,582,080	26,282,595	28,529,332
YOY Growth	0%	7%	8.5%

- Areas of Process Improvement
 1. Free Bus Pass Program
 2. Travel Training
 3. Enhanced Eligibility Process and Enforcement
 4. Enhanced Processes & Procedures
 5. Provider Scheduling and Productivity

Goal – Shift 1 trip per passenger / Month Paratransit to Fixed Route
\$2M Potential Annual Savings Purchased Transportation
($\$39.15 * 1 * 4096 * 12$)

Operational Improvement Areas



Bus Pass Program

1

- Develop AccessLynx Bus pass for all eligible AccessLynx customers & PCA’s to transition to Fixed Route Service

PHASE 1

- Initial target 300 highest propensity riders:
 - Customer receives letter from Lynx
 - Invite to participate in “Free Pass” program to enhance mobility options
 - Receives phone call(s) to participate in “Free” Fixed Route Pass
 - Pass available at LCS terminal
 - Continue follow-up with customers to monitor change in trip behavior – two dedicated MS staff members Required = Manager + One
 - Monitor evidence from trip count from AccessLynx Customer data and fixed route Fare Box
 - Brief MetroPlan and community partners

- Implementation Planning
- Draft of Letter and communication plan coordination
- Coordinate with MetroPlan
- Issue first passes to eligible riders..... August/September 2019
- Measure and monitor change in ridership patterns..... September 2019 (Monthly Board Report)

Operational Improvement Areas

Operational Improvement Areas



Bus Pass Program

1

PHASE 2 (Based on results and information from Phase 1)

- Coordinate plans for expansion of program within Mobility Services
 - Grow program to 20% of total eligible riders = approx. 3000
 - Potentially requires staff (4 temporary) to support growth of program for Oct. 2019 to Mar. 2020
- Implementation Planning
- 300 to 500 Letters/week and communication plan coordination.....Oct. 2019
- Social Media and Marketing program to eligible riders..... Ongoing
- Measure and monitor change in ridership patterns.....Monthly reports
- Positive results = Internal assessment & expansion of program.....Mar 2020

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Operational Improvement Areas

Operational Improvement Areas



Travel Training

2

- Develop new program for all LYNX Passengers and AccessLynx applicants
 - Focus on utilizing the fixed route services
 - Train the trainer on the LYNX modes of service - provide LYNX credentials for access to fixed route system
- Individual to group training programs to encourage transition-fixed and deviated route services, transfers, safety/security of customer, fares, seating, request of stop, etc.
 - Eligibility process priority - Community Group presentations – Travel Workshops
- Initial target reach 50% of new applicants/recertification = avg. 325/month of total 650 certs./recert aps.
- Offer “Free” Bus Passes and highlight mobility options
- Dedicate LCS space for Travel training. Select location for Community outreach in Seminole and Osceola
- Implementation and Planning
 - Reevaluating current travel training program – ADArides.com.....Ongoing
 - Establish initial new training program materials
 - Train the Trainers LYNX and ADArides.com personnel.....Sept. 2019 onward
 - Rollout and conduct initial workshop.....Oct. 2019
 - Assign responsibilities in Mobility Service to focus on training program

Operational Improvement Areas

Operational Improvement Areas



Enhanced Eligibility

3

- Dramatically strengthen adherence to and enforcement of the eligibility process
- Affects 650 individuals monthly:
 - Avg. new applications/month = 365 (ADA = 256)
 - Recert. applications/month = 285 (ADA = 230)
- Training staff to adhere to better screening process
 - Trained medical personnel recommendations only
- Enforce 21 day rule from date of completed application not from receipt. – Implemented
- Increase conducting **Functional Assessment** from 10% of ADA applicants to 50% or more - In progress
- Working on development of new application for AccessLynx
 - Improve collection of information for assessments and final determination (enforceable)
- “Free Pass” program and trip planning options
- Implementation Planning
 - **ADArides.com Functional Assessment = \$128.30/applicant**

Operational Improvement Areas



Enhanced Processes & Procedures

4

- Implement new training program for all Mobility Services Representative and Supervisors
 - New onboarding and training process
 - Trapeze software system utilization
 - Understanding different levels of eligibility
 - ADA unconditional eligibility
 - ADA conditional Trip to Trip eligibility
 - Temporary eligibility
 - Negotiation of pick-up times
 - Assistance planning/coordinating fixed route service
 - Offer of free Access Lynx Passes for Fixed-route system
- Implementation Planning
 - Development of training program with Organizational Development and Training.....Oct. 2019
 - Schedule and conduct training program..... Nov./Dec. 2019
 - Measure progress and performance of MSR's/Supervisors.....Quarterly

Operational Improvement Areas

Operational Improvement Areas

Enhanced Processes & Procedures



4

- Implement **Application Programming Interface (API)** software for automated processing of client ride planning and distribution to providers.
 - Current system is all manual
 - All trip are allocated with excel spreadsheet that are emailed to each separate provider
 - Changes to client reservations must be manually updated.
 - Phone calls and/emails
 - API will provide automated connectivity allowing for automated scheduling, changes to clients rides, cancellations, etc.
 - Eliminate manual processing of manifests, emails and calls from MSR's
 - Substantially minimizes human error rate
 - Approx. cost \$150,000 for software licenses and implementation services
 - Implementation schedule end of 2019
- Implemented **Activenetwork Citizen Request (ACR) system** with all providers
 - Allows for connectivity for client concerns and resolution
 - Concerns can be investigated and resolved in a timely manner
 - Mutual record of corrective action for operational planning and audit purposes.

Operational Improvement Areas

Enhanced Processes & Procedures



4

- **Pass Web** Upgrade and Enhancement
 - Trip booking, cancellation and client information will empower clients to manage their transport on their own time.
 - Integrate paratransit with fixed route and other transit data to develop cost-efficient, integrated transport. Communicate changes, arrivals and no-shows in real time.
 - Implementation Plan
 - PassWeb is current in Mobility Services Testing
 - Next Phase is to test with Clients
 - Install into operating environment August 2019
- Update **BaseMap** for utilization in trapeze system
 - Provides for greater accuracy of client origins and destinations
 - Enhanced eligibility and trip planning
 - Regular recurring updates
 - Implementation Plan
 - Test of BaseMap will commence as soon as testing of PassWeb is accomplished

Operational Improvement Areas



Provider Scheduling & Productivity

5

- Development of new scheduling process and parameters
 - MV to present scheduling model to Mobility Services
 - Increase fixed-cost rides
 - Improve productivity with more shared rides
 - Improve productivity from 1.1 Need 10% gain in productivity
 - Scheduling rides with common origins and destinations
 - Enhanced trip pick up negotiations
 - New onboarding and training process
- Implementation Planning
 - Working with Current Contractor to develop timeline for review and testing of new scheduling dispatching model
 - RFP and new Statement of Work (SOW) Mobility Services providers FY2020

Implementation Activities

FY19/20 - Ongoing



FY20

June	July	August	September	October	November	December
<ol style="list-style-type: none"> 1. Introduced Uzurv – replacement for Lyft capabilities 	<ol style="list-style-type: none"> 1. PassWeb – Enhanced mobile application with current policies enabled 2. Implementation of Activenetwork Citizen Request (ACR) 3. Eligibility, Functional Assessment, 4. Travel Training 5. Vehicle replacement 	<ol style="list-style-type: none"> 1. Base Map testing/implementatation 2. MV scheduling process for Mobility Services 3. 300 Passenger Pilot – Free Bus Pass Program 	<ol style="list-style-type: none"> 1. Travel Training program Development 2. API project begin 	<ol style="list-style-type: none"> 1. Development of MSR Training program. 2. Phase 2 Free Bus Pass Program. Expand to 20% of clients 3. Initial Travel Training Work Shop 	<ol style="list-style-type: none"> 1. Implement API in Taxi/TNC services 2. Mobility Services Staff Training 	<ol style="list-style-type: none"> 1. Implement API in Taxi/TNC services 2. Mobility Services Staff Training
		<ol style="list-style-type: none"> 1. Board Item Authorization – API Software 2. Board Item additional Vehicle replacement 				<ol style="list-style-type: none"> 1. RFP For Mobility Services Contractor 2. Review Proposals for Functional Assessment RFP

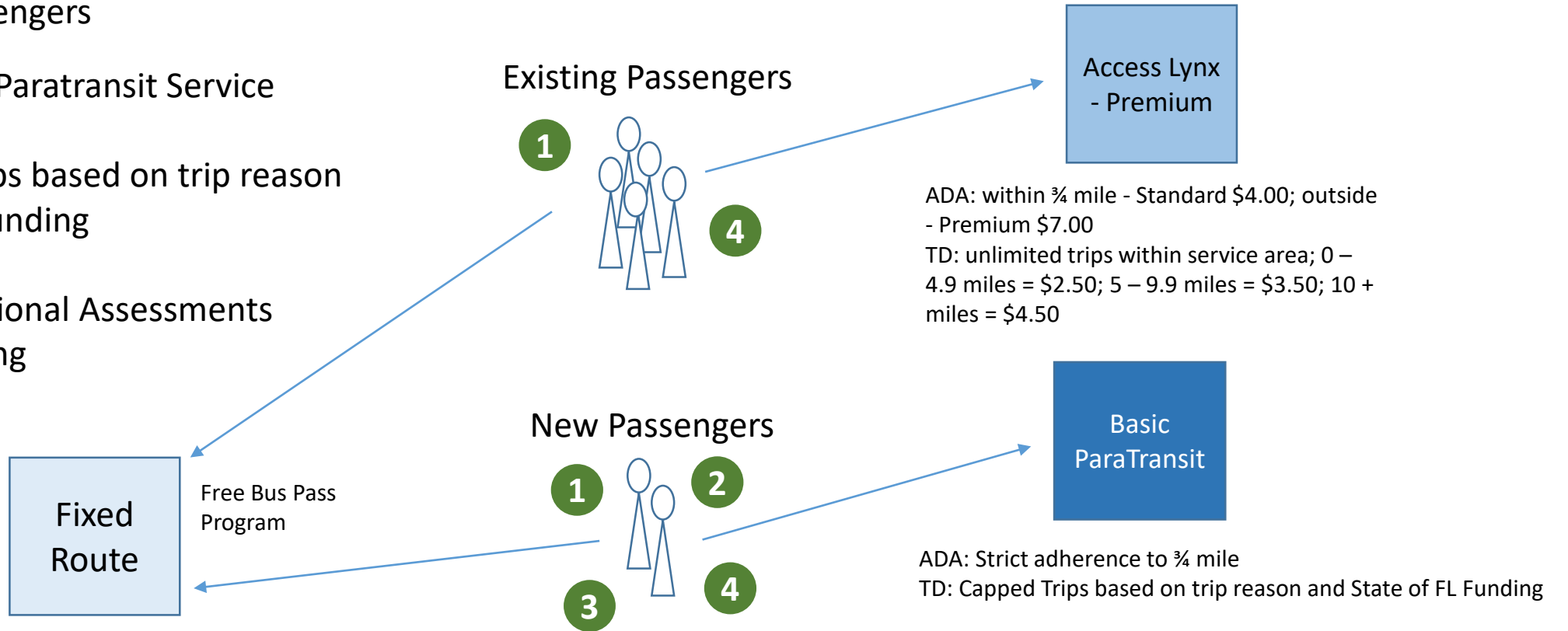
Operational Implementation

Policy Options



Operations and Policy Level Changes - For Discussion Purposes Only

- 1 Offer Free Bus Pass Program to Eligible Passengers
- 2 Establish Basic Paratransit Service
- 3 TD: Capped Trips based on trip reason & State of FL Funding
- 4 Eligibility Functional Assessments & Travel Training



Policy Level Changes would be implemented into the Basic Paratransit service with new passengers

Based on Committee guidance:

- Monthly coordination meetings between Mobility Services & MetroPlan
- Outreach & communication with community
- Establish peer agency analysis for services and cost
- Refine potential implementation approaches (timing, cost, passenger impacts)
- Present these analysis in upcoming FY20 board meetings

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