Communities for All Ages Professional Network

April 22, 2015
Welcome
Introductions
Setting the Stage

Cathy Boyer-Shesol, Project Manager
KC Communities for All Ages
KC Metro Data

### Population Age 65+ By County

#### Population Age 55+

<table>
<thead>
<tr>
<th>County</th>
<th>2000</th>
<th>2010</th>
<th>2020</th>
<th>2030</th>
<th>% Change 2010-2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johnson</td>
<td>45,365</td>
<td>56,097</td>
<td>94,121</td>
<td>137,117</td>
<td>144.4%</td>
</tr>
<tr>
<td>Leavenworth</td>
<td>6,766</td>
<td>8,118</td>
<td>11,848</td>
<td>13,253</td>
<td>63.2%</td>
</tr>
<tr>
<td>Miami</td>
<td>3,378</td>
<td>4,071</td>
<td>6,037</td>
<td>8,236</td>
<td>102.3%</td>
</tr>
<tr>
<td>Wyandotte</td>
<td>18,520</td>
<td>16,024</td>
<td>20,837</td>
<td>24,277</td>
<td>51.5%</td>
</tr>
<tr>
<td>Cass</td>
<td>9,636</td>
<td>14,806</td>
<td>21,896</td>
<td>31,049</td>
<td>109.7%</td>
</tr>
<tr>
<td>Clay</td>
<td>19,848</td>
<td>24,985</td>
<td>35,656</td>
<td>48,778</td>
<td>95.2%</td>
</tr>
<tr>
<td>Jackson</td>
<td>81,981</td>
<td>81,570</td>
<td>101,079</td>
<td>127,923</td>
<td>56.8%</td>
</tr>
<tr>
<td>Platte</td>
<td>6,505</td>
<td>9,750</td>
<td>15,055</td>
<td>21,060</td>
<td>116.0%</td>
</tr>
<tr>
<td>Ray</td>
<td>2,994</td>
<td>3,215</td>
<td>3,807</td>
<td>4,675</td>
<td>45.4%</td>
</tr>
<tr>
<td>9-co. area</td>
<td>194,993</td>
<td>218,636</td>
<td>310,336</td>
<td>416,367</td>
<td>90.4%</td>
</tr>
</tbody>
</table>
Transportation Coordination Study

Background

Tyler Means, Mobility Management Coordinator
Transportation Department - MARC
Coordination of ADA Paratransit and Other Demand Responsive Services

Presentation to
KC Communities for All Ages

Russell Thatcher, TranSystems
Deanne Petersen, TranSystems

April 22, 2015
Purpose of the Study

• Collaboration between KCATA, MARC, and the Mobility Advisory Committee (MAC)

• Examine opportunities for coordination of ADA paratransit and other demand responsive services in Clay, Jackson, Johnson, Platte, and Wyandotte Counties
  – Identify a range of coordination options
  – Select priority options with MAC input
  – Develop implementation plans for priority options
Types of Services

• ADA Paratransit and Related Non-ADA Services
  – KCATA (Share-a-Fare)
    • Share-a-Fare (ADA)
    • Share-a-Fare (non-ADA)
  – City of Independence
    • IndeAccess (ADA)
    • IndeAccess Plus (non-ADA)
  – Unified Government Transit
    • Dial-a-Ride (ADA)
    • Aging Transit (non-ADA)
Types of Services

• Agency/Municipal Services
  – Johnson County Transit
    • Special Edition, SWIFT
  – OATS
    • Platte/Clay/Jackson Counties
    • Lee’s Summit, Blue Springs
  – City of Olathe
    • Taxi Coupon Program
  – City of Shawnee
    • CityRide
  – City of Liberty
    • Liberty Access Bus
  – City of Excelsior Springs
    • Omni Bus
Types of Services

• Senate Bill Services
  – Platte County Board
    • Transportation for Individuals with Disabilities
  – Clay County Board
    • Transportation for Seniors
  – Developmental Disability Services of Jackson County
    • EITAS (Empowering Individuals Through Advocacy and Support)
Types of Services

- Volunteer-Based Services
  - Johnson County
    - Catch-a-Ride
  - Jewish Family Services
    - JET Express
    - Jet Express Plus
Challenges and Proposed Coordination

• Regional travel
  – Multiple service areas
• Overlapping operations
• Demand exceeds capacity
• Public understanding
  – Eligibility requirements
  – Varying service policies
  – Marketing and awareness

1. Coordination of ADA Paratransit Services
2. Regional Eligibility
3. Information and Referral Services
1. Coordination of ADA Paratransit Services

**Current Service Structure**

- **Wyandotte County**
  - Dial-a-Ride
- **Johnson County**
  - First Transit 10/10 Taxi
  - Special Edition
  - Share-a-Fare
- **KCATA**
- **City of Independence**
  - First Transit
  - IndeAccess

**CURRENT STRUCTURE**
- Riders
- Reservationist
- Dispatch
- Vehicle Operations
1. Coordination of ADA Paratransit Services

Phase I: Coordination of KCATA and Independence
1. Coordination of ADA Paratransit Services

Phase II: Coordination of KCATA and UGT

Diagram describing the coordination between Wyandotte County, Johnson County, the City of Independence, and various transit services such as Dial-a-Ride, KCATA, IndeAccess, Share-a-Fare, and Transdev.
1. Coordination of ADA Paratransit Services

Phase III: Regional Call and Control Center
# 2. Regional Eligibility

<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>KCATA Share-a-Fare (ADA &amp; non-ADA)</td>
</tr>
<tr>
<td>Independence (IndeAccess &amp; IndeAccess Plus)</td>
</tr>
<tr>
<td>UGT (Dial-a-Ride and Aging Transit)</td>
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<tr>
<td>Johnson County (Special Edition)</td>
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<tr>
<td>Johnson County (SWIFT)</td>
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<tr>
<td>OATS (Platte)</td>
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<tr>
<td>OATS (Clay County)</td>
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<tr>
<td>OATS (Jackson County)</td>
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<tr>
<td>OATS (Blue Springs)</td>
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<tr>
<td>OATS (Lee’s Summit)</td>
</tr>
<tr>
<td>Olathe (Taxi Coupon)</td>
</tr>
<tr>
<td>Shawnee (Taxi Program)</td>
</tr>
<tr>
<td>Liberty (Access Bus)</td>
</tr>
<tr>
<td>Excelsior Springs (Omni Bus)</td>
</tr>
<tr>
<td>Platte County Board</td>
</tr>
<tr>
<td>Platte County Senior Fund</td>
</tr>
<tr>
<td>Clay County Board</td>
</tr>
<tr>
<td>EITAS</td>
</tr>
<tr>
<td>Jewish Family Services (JET &amp; JET Plus)</td>
</tr>
<tr>
<td>Johnson County (Catch-a-Ride)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligibility</th>
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<tbody>
<tr>
<td>ADA Criteria</td>
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<tr>
<td>--------------</td>
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<tr>
<td>(65+)</td>
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<td>(60+)</td>
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<td>(65+)*</td>
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<tr>
<td>(60+)</td>
</tr>
</tbody>
</table>

* indicates eligibility criteria specific to certain regions or services.
2. Regional Eligibility

Develop a Common Application Process

- Implement a common application process to coincide with the *RideKC* branding initiative
  - Consider a common name for ADA (AccessRideKC) and senior (SeniorRideKC)
  - Issue a photo ID with the regional brand and indicate types of eligibility
2. Regional Eligibility

Transportation Resource Center (TRC)

- Combine coordination efforts in a central location
  - Eligibility determination staff
  - Travel training staff
  - Mobility management staff
  - Fixed route customer service
  - Information material
  - Travel equipment

- Integrate one-call/one-click service (next section)
3. Information and Referral Services

Current Services

• Link for Care
  – One-click managed by KU Medical Center

• Care Connection
  – One-call managed by Shepherd’s Center Central

• KCATA Call Center
  – Fixed route customer service and trip planning
  – Mobility management
3. Information and Referral Services

Enhance One-Call/One-Click Service

- **Upgrade Link for Care**
  - Paratransit trip planning (map trip O-D and service areas)
  - One-call service with Care Connection hotline
  - Information about KCATA call center, eligibility, and training

- **Migrate function to Transportation Resource Center**
  - Expands Link for Care beyond information and referral

- **Marketing and Outreach**
  - Regional branding
  - Distribution materials, campaign, automatic updates
Contact Information

For more information about the study:

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Vice President of Service Delivery
(816) 346-0886
jauten@kcata.org

Tyler Means, MARC
Mobility Management Coordinator
(816) 701-8261
tmeans@marc.org
Panel Presentation

- Regional Resources: Connecting People to Communities
  Phil Hanson, President/CEO, Truman-Heartland Community Foundation
- Transportation Options
  Carol Ramseyer, Program Coordinator, Olathe KS
  Tina Uridge, Executive Director, Clay County Senior Services
- Coordination and Expansion of Services
  Steve Klika, Johnson County, Kansas Commissioner
Questions and Discussion

Martin Rivarola, Assistant Director
Transportation Department, MARC
Closing Remarks

Cathy Boyer-Shesol, Project Manager
KC Communities for All Ages