




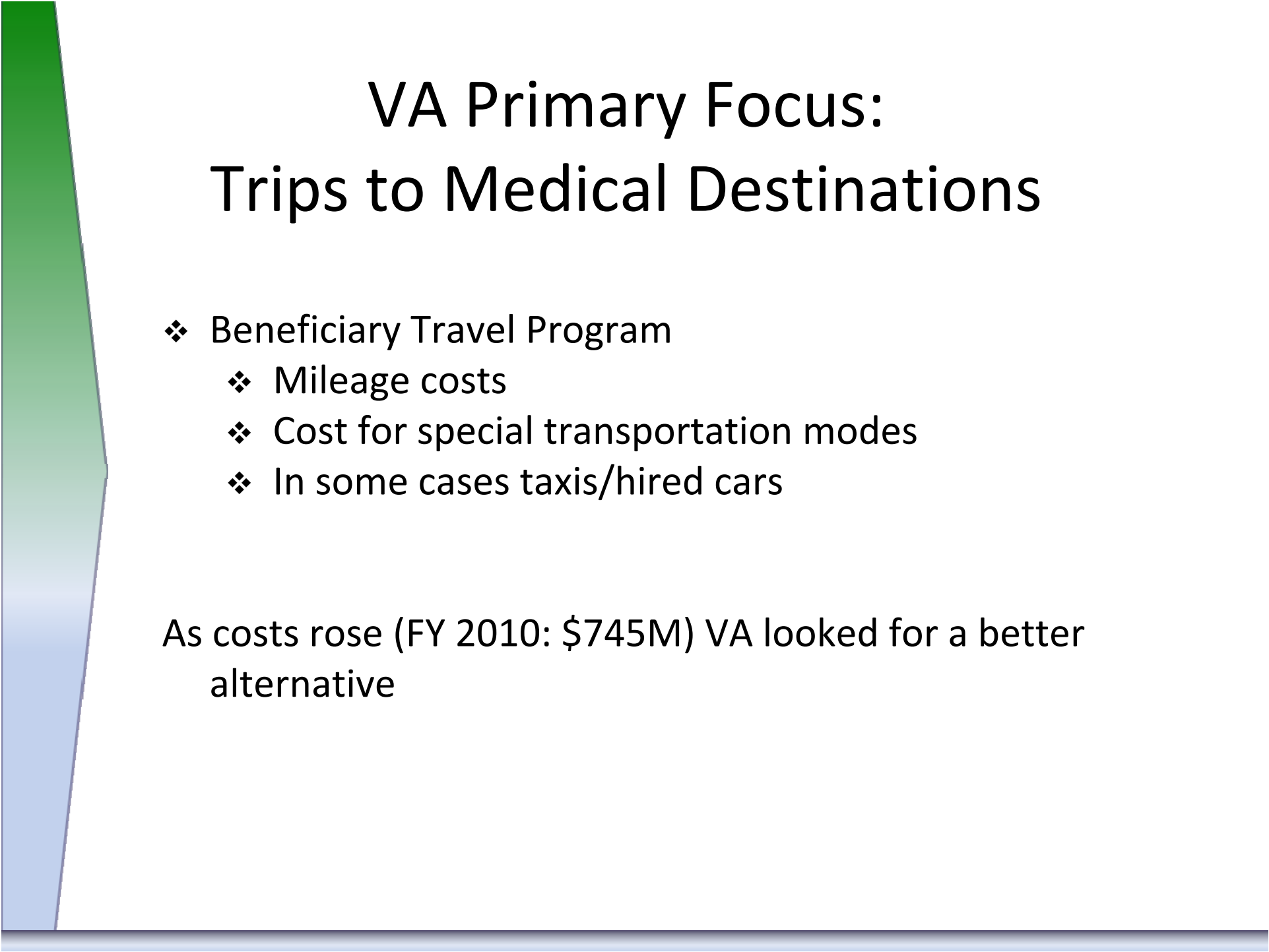
# Connecting Veterans to Transportation

---

Amy Conrick  
Community Transportation Assn. of America  
conrick@ctaa.org  
202-415-9692  
May 30-31, 2013







# VA Primary Focus: Trips to Medical Destinations

- ❖ Beneficiary Travel Program
  - ❖ Mileage costs
  - ❖ Cost for special transportation modes
  - ❖ In some cases taxis/hired cars

As costs rose (FY 2010: \$745M) VA looked for a better alternative

# Disabled American Veterans (DAV) Vans



- Launched 1987: >1,800 vehicles placed, >10M trips provided, >9,000 drivers
- Donated vans to VAMC (provides insurance, fuel, maintenance)
- Volunteer-drivers and coordinators for DAV and other vehicles
- Only 6% lift-equipped

# Veterans Transportation Service

- Launched 2010
- As of July 2012, 44 sites (20 more planned by end FY13)
- 2-year pilot programs
- Hospitals continue, w/in budget
- Program provides: 2 accessible vehicles, routing/scheduling software, MDTs for vehicles, mobility manager, scheduler



. . . but we can strengthen this service through contracts/coordination with local transit agency



# Public Transportation

# Transit and Housing

## DCHV Housing

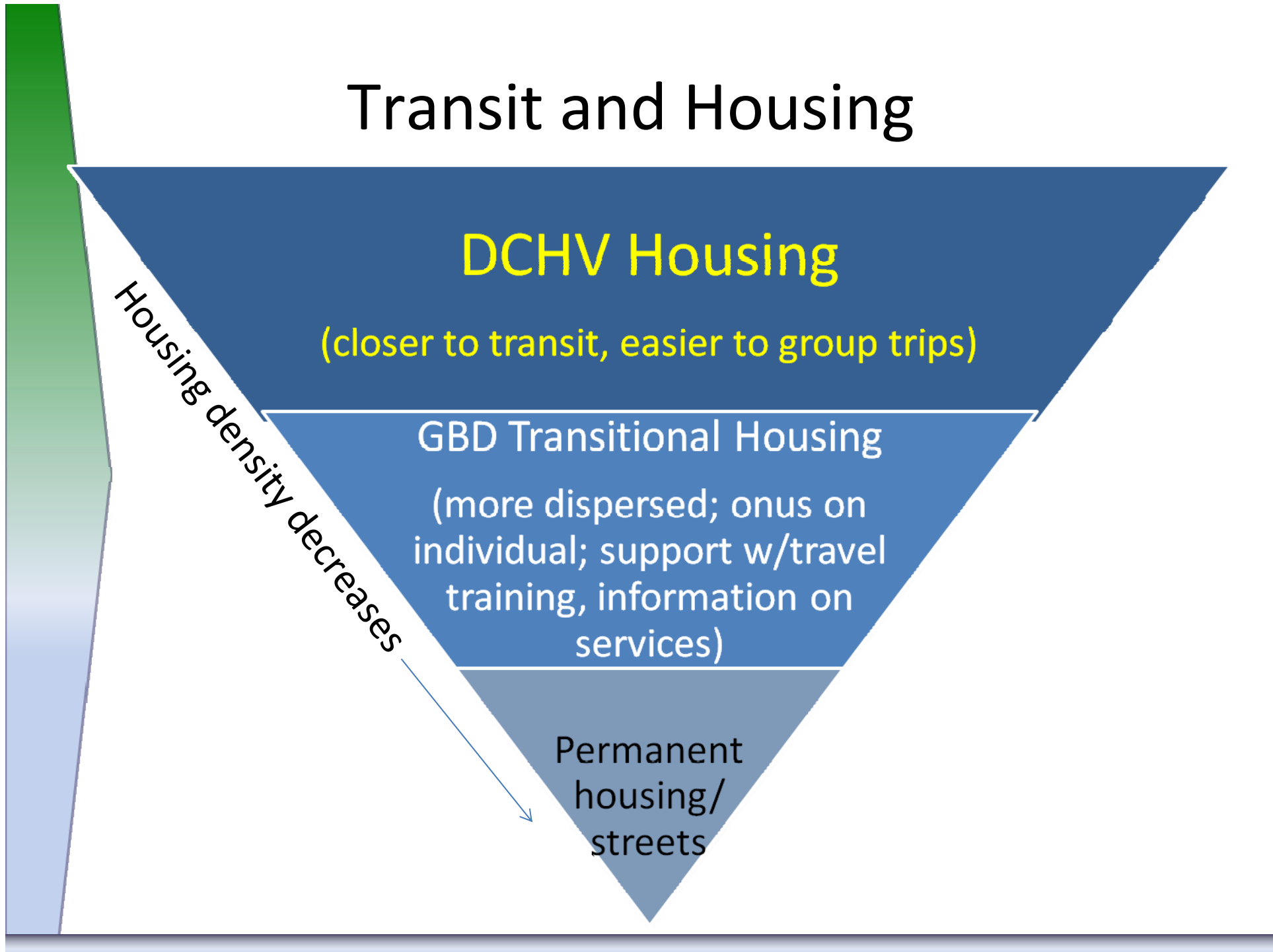
(closer to transit, easier to group trips)

## GBD Transitional Housing

(more dispersed; onus on individual; support w/travel training, information on services)

Permanent housing/  
streets

Housing density decreases



# Free/Discounted Transit Trips

- ❖ Chicago Transit Authority
- ❖ CARTS (Central Texas)
- ❖ Jefferson & Mason Transit and others (WA; discount)
- ❖ PanTran (Martinsburg, WV; 50% fares)
- ❖ State of Idaho (vouchers for veterans)
- ❖ State of Minnesota (free for veterans w/service-connected injury)
- ❖ Valley Transit (south central TX)
- ❖ Brazos Transit (TX) – long-distance trips to VAMCs
- ❖ LYNX (Orlando FL)





# Where to Get Bus Passes

- ❖ Usually provided to participants in specific programs
  - TANF
  - Workforce development agency participants
  - Vocational Rehabilitation
  - SNAP Employment & Training Program
- ❖ Nonprofits
  - Easter Seals
  - Goodwill
- ❖ Bulk passes

# Executive Order 13330

VAMCs to

- ❖ Evaluate transportation services offered w/in the facility
- ❖ Participate in local coordinated transportation planning processes
- ❖ Consider offering excess capacity in VA transportation to other federal agencies (fully allocated cost)
- ❖ Use excess capacity in other federally funded transportation to serve veterans
- ❖ Inform veterans of available services



# Coordinating Public Transit and Veterans Transportation

- ❖ Cambridge, MD: Delmarva Community Transit and VTS share information on trip needs and sometimes share trips
- ❖ Palmetto Breeze (SC) providing service from home to central pick-up location to connect veterans with DAV van
- ❖ Transit agencies adjusting routes to serve VAMCs and clinics



Connect to What's Available



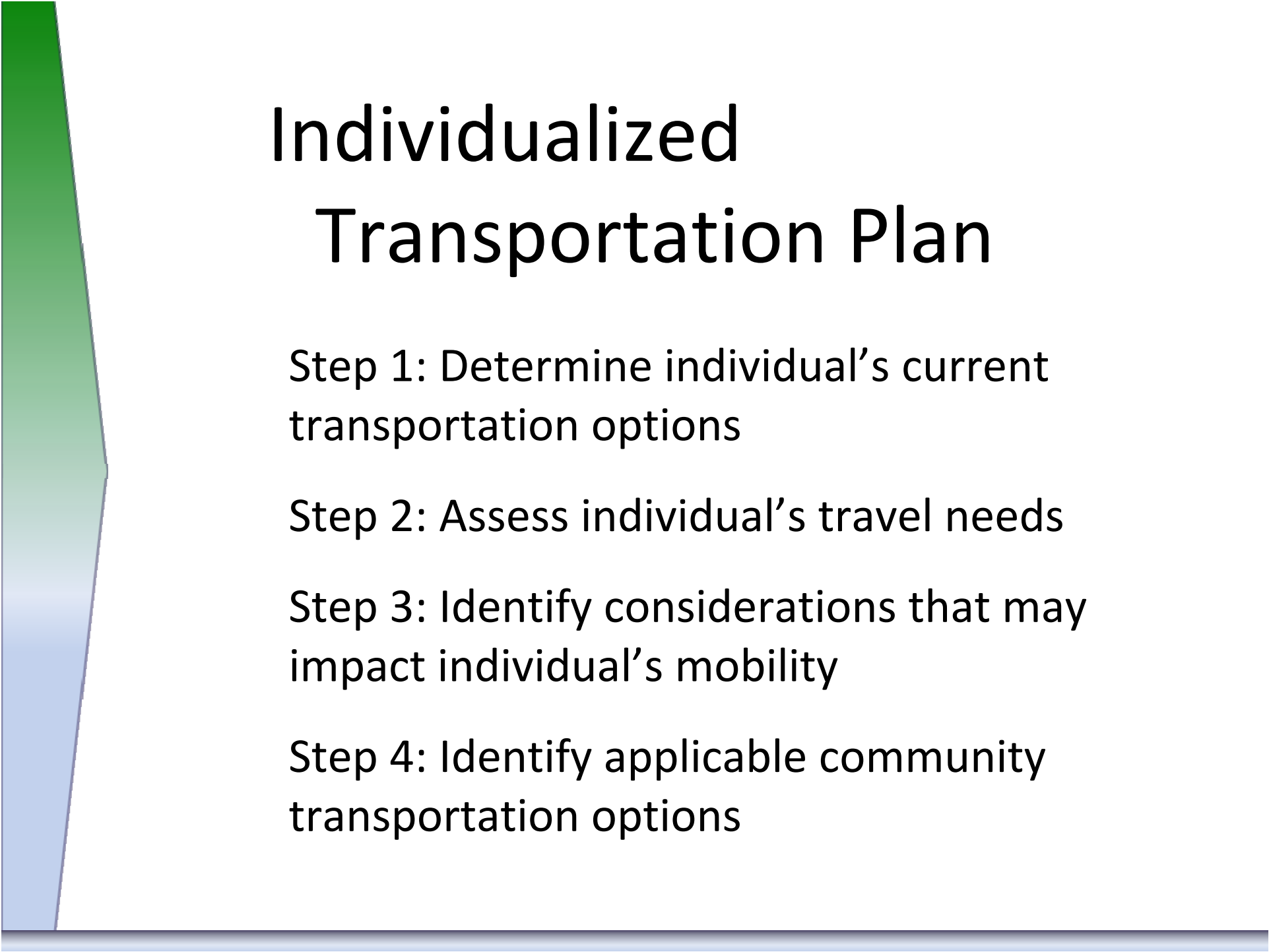
# Travel Instruction

“Learning to use the bus is hard”

- ❖ System-provided
- ❖ Travel ambassadors
- ❖ Bus buddies
- ❖ More intensive, one-on-one travel training (provided by agencies like Easter Seals and Centers for Independent Living, private orientation & mobility specialists)

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

---



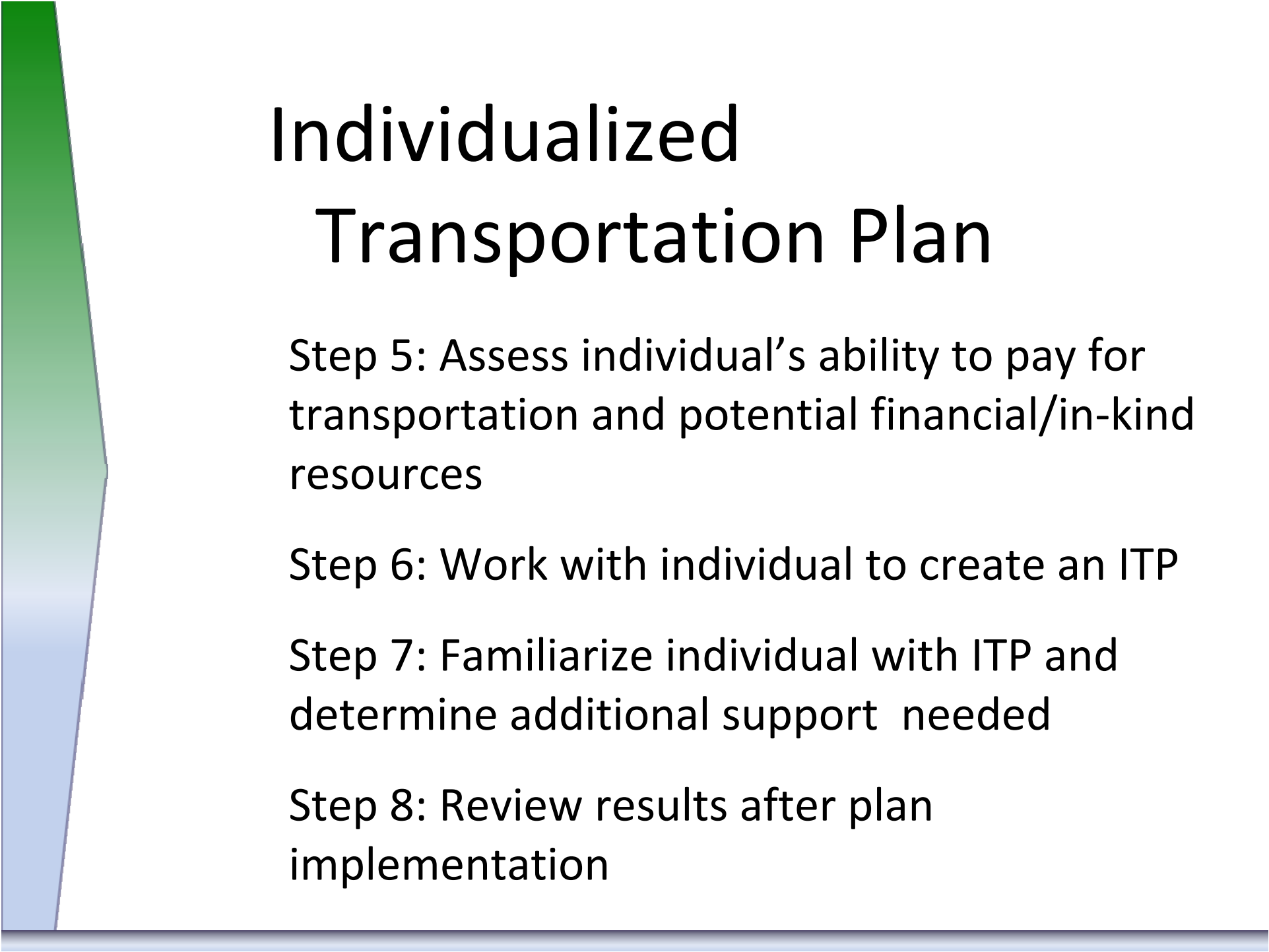
# Individualized Transportation Plan

Step 1: Determine individual's current transportation options

Step 2: Assess individual's travel needs

Step 3: Identify considerations that may impact individual's mobility

Step 4: Identify applicable community transportation options



# Individualized Transportation Plan

Step 5: Assess individual's ability to pay for transportation and potential financial/in-kind resources

Step 6: Work with individual to create an ITP

Step 7: Familiarize individual with ITP and determine additional support needed

Step 8: Review results after plan implementation



# Services

- ❖ Transit
- ❖ Veterans-specific options
- ❖ Ride-matching services
- ❖ Vanpools
- ❖ Employer-sponsored shuttle
- ❖ Car donation programs

## Information on Services

- ❖ On-line sources
  - ❖ Veterans Transportation & Community Living Initiative grants: One Call-One Click Centers
  - ❖ Mobility managers (in VA centers and elsewhere) for medical and job-related trips
-



Sometimes transit is not an option





# Plan for Better Alternatives



# Identifying Unmet Transportation Needs

- ❖ Communities often miss data on trips people are unable to make
- ❖ Individual transportation difficulties representative of other community members
- ❖ Gathered data valuable to transportation planning + interfacing with elected officials

Capturing data with Unmet Needs Form

---



# Community Transportation Planning Efforts

- ❖ Metropolitan planning organization/rural planning organization/state DOT's public transit
- ❖ Public Transportation–Human Services Transportation Coordination Plan
- ❖ Veterans Transportation & Community Living Grants
- ❖ DHHS Administration for Community Living's *Strengthening Inclusive Coordinated Transportation Partnerships*

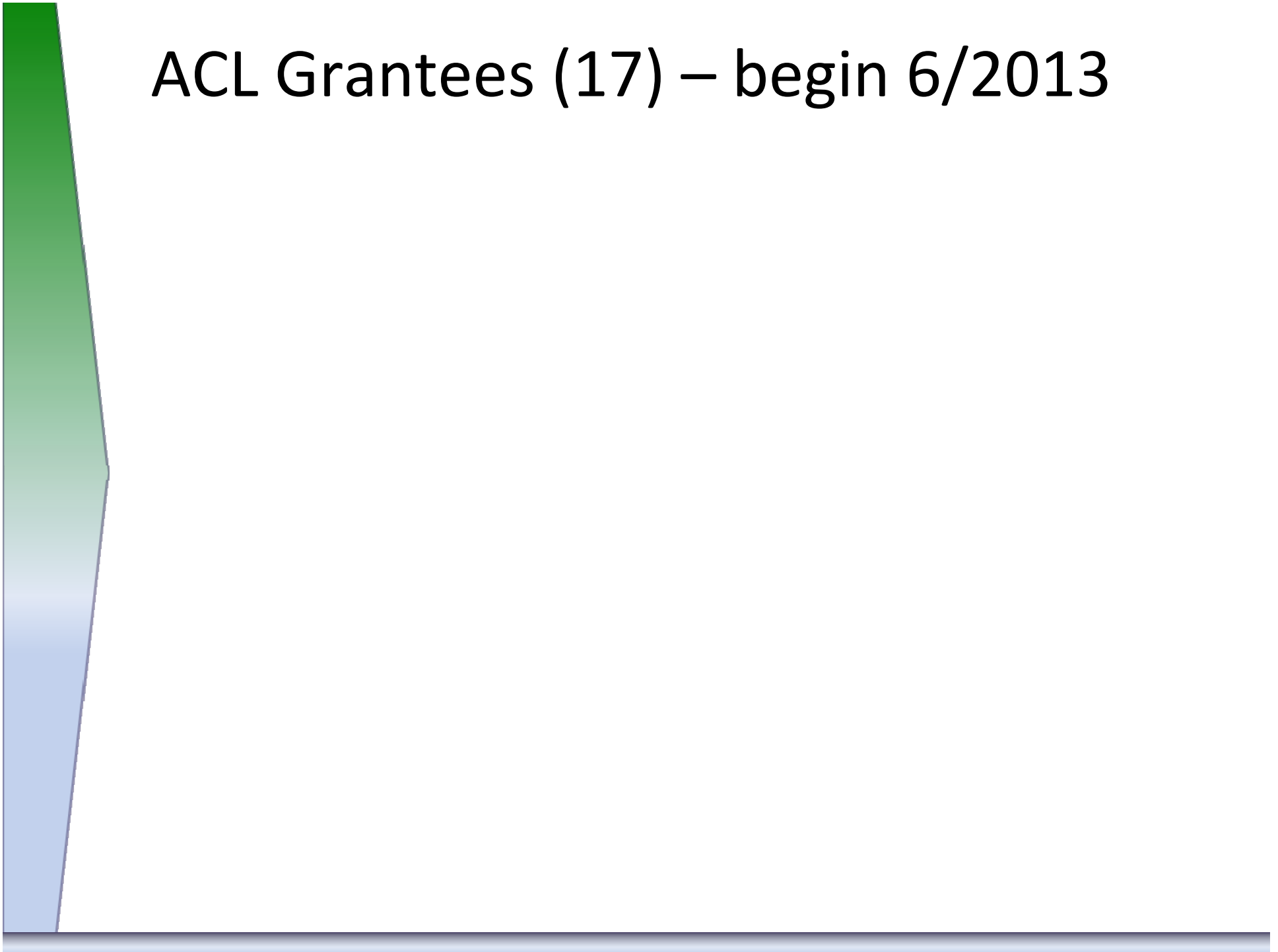
# ACL Grantees (17) – projects begin 6/2013

- ❖ Alaska
  - Alaska Mobility Coalition (Anchorage)
- ❖ California
  - Marin Transit (San Rafael)
- ❖ Connecticut
  - The Arc of Connecticut (Hartford)
- ❖ Indiana
  - Lifestream Services, Inc. (Yorktown)
- ❖ Iowa
  - Des Moines Area MPA (Des Moines)
- ❖ Maryland
  - Montgomery County Maryland (Rockville)
- ❖ Michigan
  - Area Agency on Aging 1-B (Southfield)
- ❖ Montana
  - City of Helena

# ACL Grantees (17) – projects begin 6/2013

- ❖ New Mexico
  - National Participant Network (Taos)
- ❖ Ohio
  - Community Action Commission (Fayette County)
  - Toledo Metropolitan Area COG (Toledo)
- ❖ Oklahoma
  - Indian Nations Council of Governments (Tulsa)
- ❖ Oregon
  - Ride Connection, Inc. (Portland)
- ❖ Tennessee
  - Knoxville-Knox Co. Community Action Committee (Knoxville)
- ❖ Texas
  - Area Agency on Aging of Tarrant County (Fort Worth)
- ❖ Virginia
  - Mountain Empire Older Citizens, Inc. (Big Stone Gap)
- ❖ Wisconsin
  - Columbia County Health and Human Services (Portage)

# ACL Grantees (17) – begin 6/2013





In the meantime . . .

How can we meet the  
*immediate* need



# Innovations emerge when . . .

Ordinary people break through the wall of “how things are always done” to create new paths to accomplishing a goal.



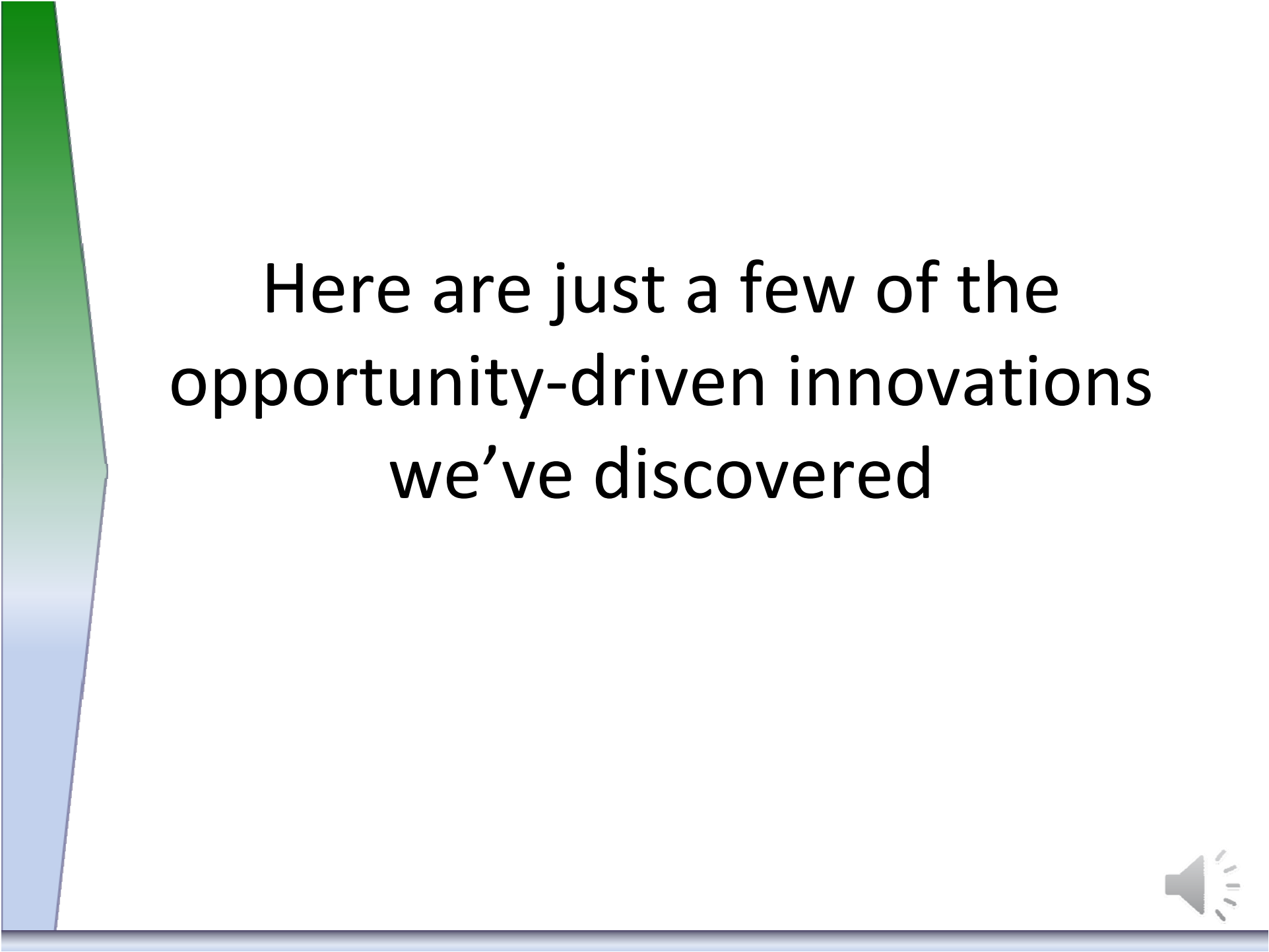


The Chinese character for

Crisis

is a combination of two characters:

**Danger** + **Opportunity**



Here are just a few of the  
opportunity-driven innovations  
we've discovered



# Ridesharing





# Closed carpooling groups

- ❖ Sponsor sets parameters of who can be a member
- ❖ Automated rideshare matching
- ❖ Limited sharing of personal data until match is made

<http://www.nctr.usf.edu/programs/clearinghouse/ride-matching-software/>



# Vanpools

- ❖ Often organized through transit agency or local transportation planning body
- ❖ 3<sup>rd</sup> party contractors – vehicle, insurance, fuel, maintenance, driver training
- ❖ Riders split costs evenly; driver generally doesn't pay



Teachers switching to a vanpool in rural Washington state cut the monthly cost of their 140-mile-RT journey from \$399 to \$135

# Employer-Sponsored Ridesharing

Low tech



to

high tech





# Bikesharing



# Bikes can help homeless workers get to jobs and training



Yellow Bike program  
(Branson, MO)



Back on My Feet program  
(Wash. D.C)





# Yellow Bikes for Homeless (Branson MO)

- ❖ “Free use” bicycles at area weekly and extended stay motels
  - ❖ Complete with bike stand, signage, baskets and odometers on the bikes
  - ❖ Volunteers collect and repair bikes.
  - ❖ Businesses and individuals can sponsor a location for \$1000.
  - ❖ During the first six weeks of operation, 1,000 miles of rides was logged
-



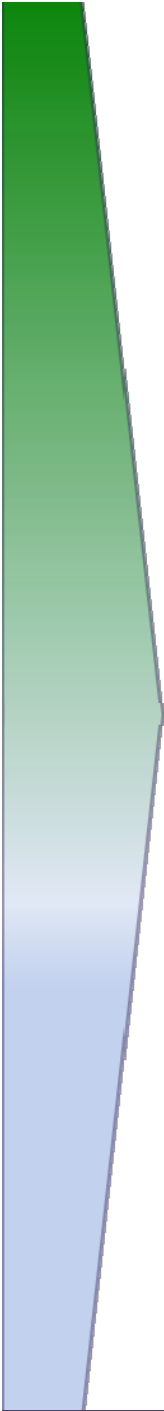
# Back on My Feet (BoMF)

- ❖ Washington DC, Philadelphia, Boston, Chicago, Dallas, Indianapolis, Atlanta, NYC
- ❖ BoMF first engages members in running as means to build confidence, strength, self-esteem
- ❖ Members “earn” chance to advance to “Next Steps”—access to educational, job training, employment opportunities, financial aid
- ❖ Provides some transportation support



# BoMF + Capital Bike Share

- ❖ Discounted (\$50) memberships for those with a 90% attendance
- ❖ Bike usage free for trips <30 min
- ❖ Unbanked: Bank on DC program
  - ❖ Can open debit card w/o \$101 hold placed on their cards
  - ❖ Capital Bikeshare also planning installment plan for \$50 membership fee
  - ❖ \$1,000 charge if bike lost, stolen, partners pay not member (bank, DOT, local county)



**Boston Hubway** bike-share provides \$5 subsidized annual bike memberships for low-income individuals, and places bikes in low-income neighborhoods and other areas.

Sponsors: Boston Public Health Commission, state and local transit agencies, FTA



# Did you know . . .

- ❖ Electric bikes (e-bikes) can travel more than 50 miles on a single charge?

AND

- ❖ More than one million e-bikes are used every day on roads in China?

Cost of an e-bike: around \$1,000



The Univ. of Tennessee launched the  
first U.S.  
e-bike sharing program in 2011







And San Francisco is piloting bikesharing with e-bikes in 2012 through City CarShare.



# Car Sharing



# CommunityShare



Provides subsidized car sharing to housing, social services, and vocational services agency clients



# Buffalo (NY) Car Share

- ❖ Individual or nonprofit membership
- ❖ \$20 application fee, \$50-\$200/year membership + hourly rate
- ❖ Cost covers tax, gas, insurance, mileage
- ❖ Membership base is low-to-moderate income people (65% earn <\$30,000)



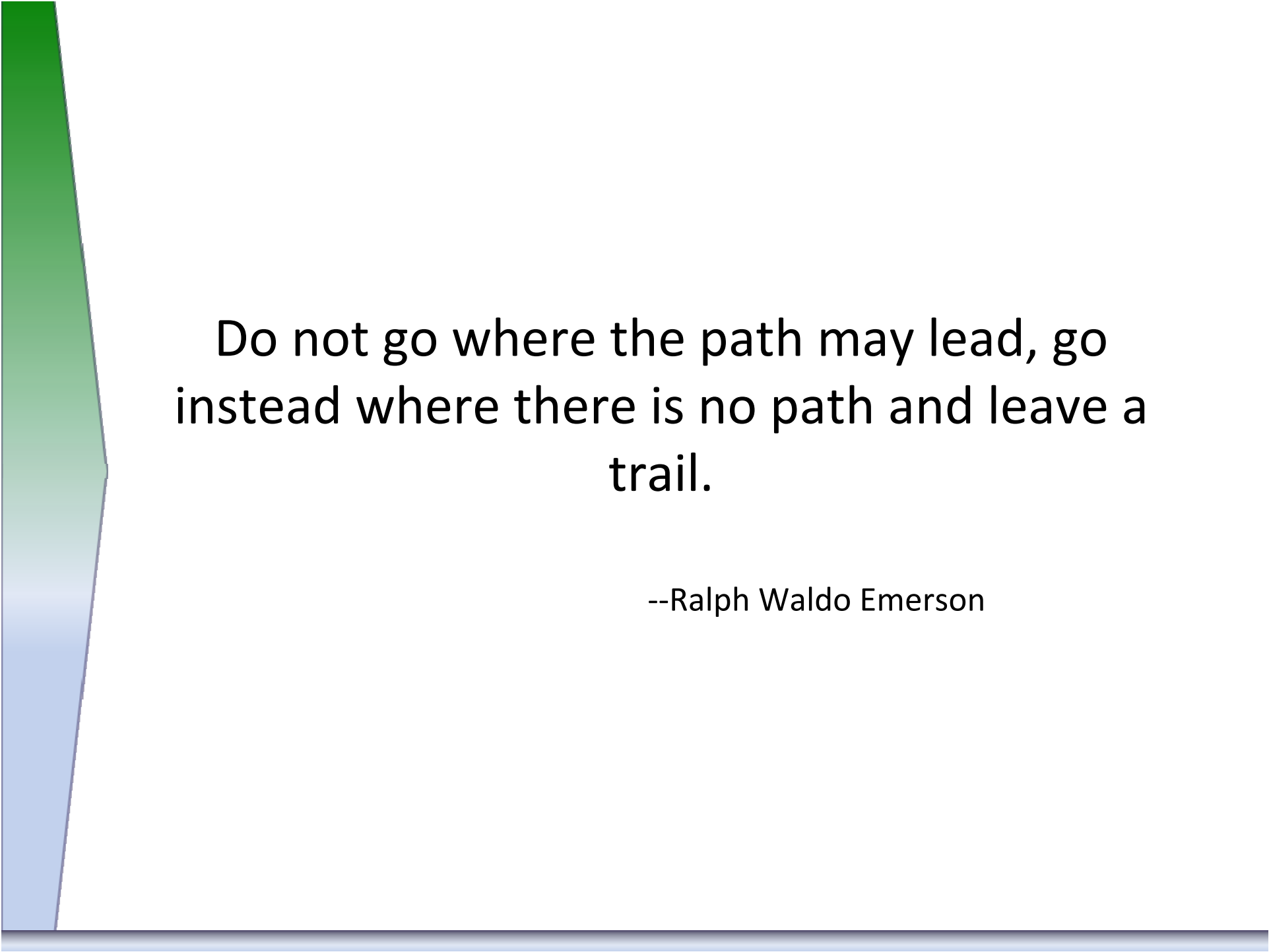
# Nonprofits





# Nonprofits

- ❖ Goodwill and Easter Seals: provide bus passes as component of homeless outreach program
- ❖ American Red Cross: volunteer driver program
- ❖ Faith-based organizations: can help with volunteer driver programs



Do not go where the path may lead, go  
instead where there is no path and leave a  
trail.

--Ralph Waldo Emerson