



FAIRFAX COUNTY TRANSPORTATION OPTIONS FOR OLDER ADULTS AND INDIVIDUALS WITH DISABILITIES

Report out to the Board of Supervisor's 50+ Committee

September 19, 2017

Agenda

- Report out on the ***Incorporation of Innovative Technology Solutions into Fairfax County Transportation Services*** Board Matter
- Update on 50+ Non-Emergency Medical Transportation Initiative

Background

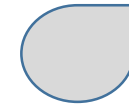
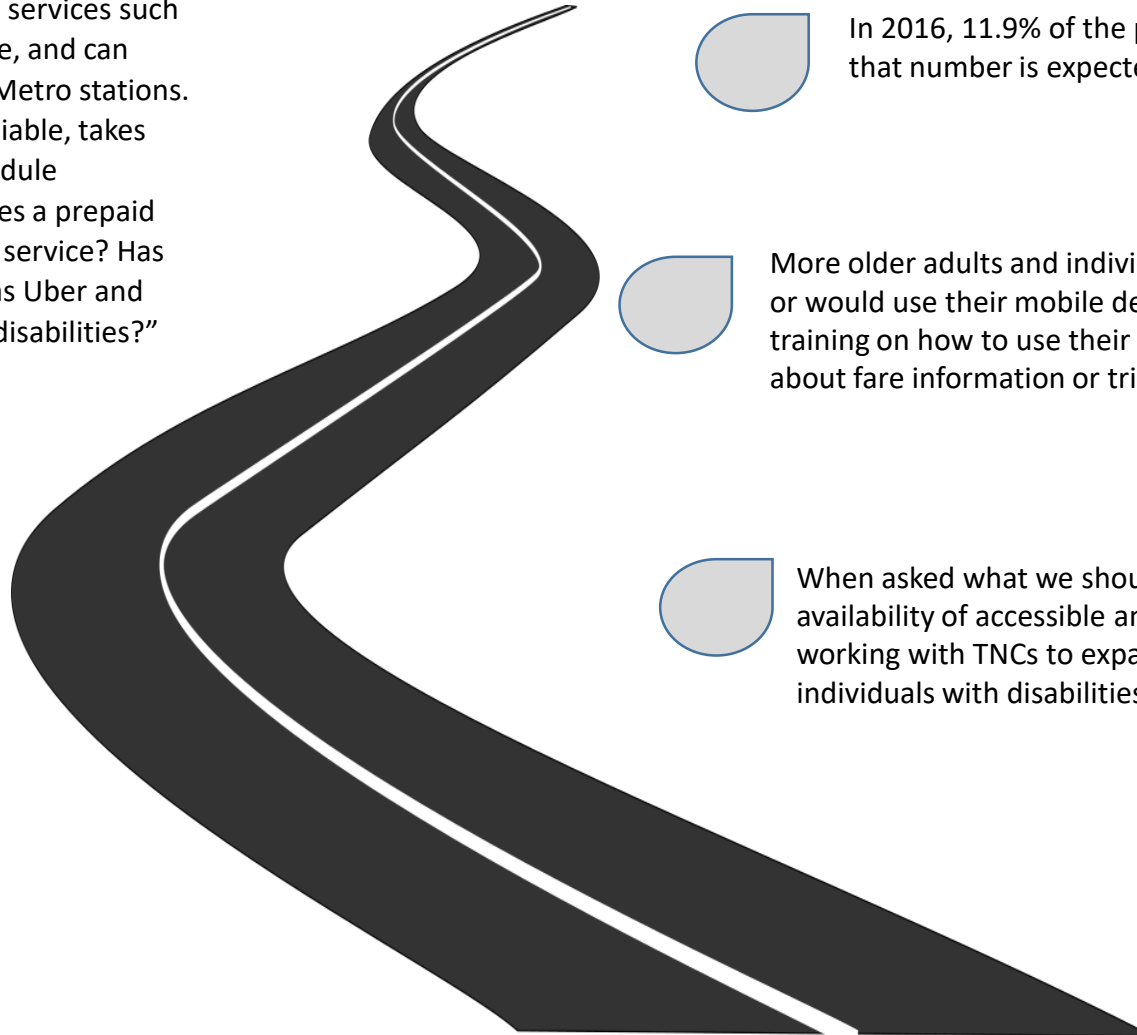
- On March 13, 2017 Supervisor Herrity presented a board matter directing staff to:
 - 1) Explore the feasibility of incorporating Transportation Network Companies (TNCs), smartphone apps or other innovative technology into the network of transportation services for our older adults and individuals with disabilities provided by Fairfax County
 - 2) Perform a cost benefit analysis of incorporating TNCs to the specific transportation options currently available to Fairfax County residents
 - 3) Look at the cost-benefit of consolidating the administration of some of our existing programs

- Staff from Neighborhood and Community Services, Department of Transportation, County Attorney's office, Risk Management, Cable and Consumer Services, Department of Administration for Human Services, Department of Family Services considered many aspects of feasibility including:
 - Contract opportunities and challenges
 - ADA compliance
 - Aspects of liability: background checks & insurance requirements
 - State regulations through the DMV
 - Articulate complaint process
 - Individuals who do not have access to smartphones, or are unable to use mobile phones due to disability
 - Existing TNC models in the U.S. that provide services for older adults and individuals with disabilities

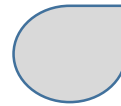
Why Now: Common Themes and Trends

“I would like to see a collaborative effort with services such as Uber and Lyft. They are easy to use, reliable, and can provide services to people who are not near Metro stations. My son does not use Metro Access (it is unreliable, takes too long to get anywhere and difficult to schedule rides)...Or why not give people with disabilities a prepaid card to pay for services from a private driving service? Has anyone approached private companies such as Uber and Lyft to help develop services for people with disabilities?” (2016 Enhanced Mobility Survey respondent)

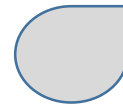
“I work full-time from home and my 90 year old mother still drives herself to nearby shopping and church. I generally take her to medical appointments including physical therapy. It can be hard to juggle my work schedule and her appointments but I have been fortunate stipends or reduced fares for cabs or Uber would help.” (2016 Enhanced Mobility Survey respondent)



In 2016, 11.9% of the population in Fairfax County was above 65 years old, that number is expected to increase to 14.3% by 2025



More older adults and individuals are using technology. 37% stated they have or would use their mobile device to schedule a trip; 33% were interested in training on how to use their mobile device or personal computer to learn about fare information or trip planning (2016 Enhanced Mobility Survey)



When asked what we should focus our efforts on, 47% stated improving the availability of accessible and affordable public transportation; 1 in 5 stated working with TNCs to expand transportation options for older adults and individuals with disabilities was needed (2016 Enhanced Mobility Survey)

Board Matter Directive 1 & 2

Directive 1:

Explore the feasibility of incorporating Transportation Network Companies (TNCs), smartphone applications or other innovative technology into the network of transportation services for our older adults and individuals with disabilities by Fairfax County

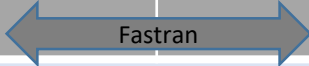
Directive 2:

Perform a cost benefit analysis of incorporating TNCs into the specific transportation options currently available to Fairfax County residents

Fairfax County current continuum of specialized transportation options for older adults and individuals with disabilities

	Volunteer Transportation Programs	Taxi Voucher Program	Critical Medical Care Program	Fastran	MetroAccess
Funding/Budget (FY18)	Network of Service Providers, have multi-funding streams from different sectors	\$320,000	\$493,000	\$5,998,000	\$13.4 million
Description of Service	<p>NV Rides is a network of service providers, including many of the villages and shepherd centers, aiming to enhance and improve volunteer driving programs throughout Northern Virginia.</p> <p>Through Volunteer Management System, DFS also utilizes volunteer drivers to get qualified clients to/from doctor appointments</p>	<p>The Taxi Voucher Program provides discounted taxi vouchers for eligible residents of Fairfax County and the City of Fairfax. The program allows qualified users to travel affordable, safely and independently with the purchase of discounted taxicab coupons. All vouchers are able to be used 24 hours a day, 7 days a week.</p>	<p>Transportation for Fairfax County residents who must undergo life sustaining treatments including dialysis, radiology, chemotherapy, brain injury therapy, physical therapy and water therapy. Transportation is provided on a space available basis.</p>	<p>Fastran offers specialized transportation services for residents of Fairfax County and the Cities of Fairfax and Falls Church participating in human services agency programs. All riders must be qualified by one of the following partnering agency or program:</p> <ul style="list-style-type: none"> • Community Services Board • Senior Centers • Senior Residences • Senior Adult Day Health Care • NCS Therapeutic Recreation Services 	<p>Door-to-door, shared ride public paratransit service for people with disabilities who are unable to use regular accessible Metrobus and Metrorail public transportation for some or all of their public transportation due to a disability. The Americans with Disabilities Act (ADA) outlines specific criteria to determine eligibility for paratransit service and an application and in-person assessment is required.</p> <p>MetroAccess operates throughout the metropolitan area where there is regular bus and/or rail service. Service is provided in Washington, DC; Montgomery County and Prince George’s County in Maryland; Arlington County, Fairfax County, City of Alexandria, City of Fairfax, and City of Falls Church in Virginia.</p>

Feasibility of adding TNCs to the continuum of specialized transportation options

	Volunteer Transportation Programs	Taxi Voucher Program	Critical Medical Care Program	Fastran	MetroAccess
Feasibility of Incorporating TNCs		Recommend to proceed incorporating TNCs into redesigned Taxi Voucher Program	 Aspirational		Recommend to monitor WMATA award

- Decline in the number of taxis on the road
- Expands customer options without issuing mandates
- Attractive pricing: cost is cheaper (outside of surge pricing)
- Maintains customer choice

Steps toward TNC implementation

- **Redesign Taxi Voucher Program (recommended redesign on next slide)**
- **Initiate a procurement process with TNCs (Pilot Project)**
 - Incorporates ADA requirements
 - Includes all aspects of feasibility
- **Progress Towards Goal**
 - Extensive research on the legal, procurement, contractual, risk management, programmatic design aspects of partnering with TNCs
 - Verbal Commitment from TNCs to work together to find ADA accessible solutions for a potential procurement with Fairfax County
- **Timeline:**

Program redesign:	Remainder FY 2018
Program implementation:	FY 2019
Incorporation of TNCs into redesigned program:	Dependent on procurement process

Proposed Redesign: *Transportation Options Programs and Services (TOPS)*

Current System

- Three Taxi Voucher Programs, for low income, older adults and individuals with disabilities
- Currently all paper based, via voucher booklets
- Two programs participants contribute 33%
- One program participants contribute 66%
- Underutilized

Areas of Redesign

- Consolidate programs and incorporate TNCs
- Change fee structure, from booklet based to membership subscription
- Automate Fee Dissemination Tool (Swipe Card Technology)
- Proposed 20% participant contribution, while maintaining existing program subsidy (cost to county is neutral)

Benefits

- Portability and diversification of travel options, linkages to supplemental transportation options
- Improved access through automation
- Customers can access their subsidy as needed, and for a variety of options
- Increased participation

Board Matter Directive 3

Directive 3:

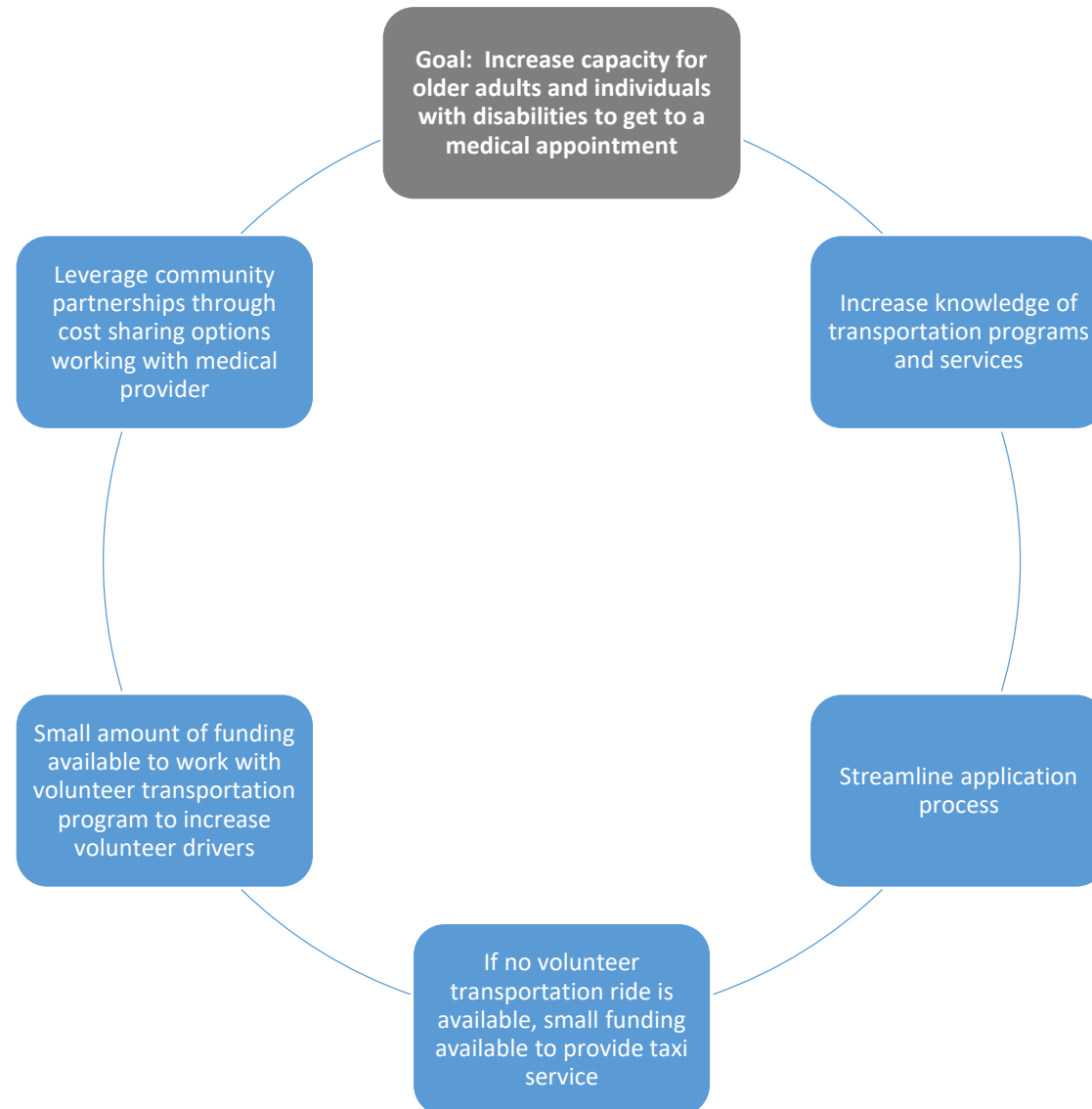
Look at the cost benefit of consolidating the administration of some of our existing programs

- NCS/ DOT to continue to monitor and evaluate programs and other technology advances for possible opportunities to consolidate programming and services
- Implement pilot program around non-emergency medical transportation; evaluate program needs, and possible consolidation of medical transportation needs within existing framework

A Framework for Non-Emergency Medical Transportation *Fairfax 50+ Initiative*

A workgroup comprised of community based organizations and county staff came together to explore models and discuss opportunities to provide older adults and individuals with disabilities access to non-emergency medical transportation services and resource.

This pilot program will operationalize the 50+ initiative, by creating additional client services, build capacity in the community and leverage community assets, through creative partnerships.



Questions?

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