

Department of Neighborhood and Community Services

LOB #168:

HUMAN SERVICES TRANSPORTATION

Purpose

Human Services Transportation (HST) provides door-to-door transportation through Fastran ride sharing paratransit bus service, through various taxi voucher programs, and through direct, individual (foster care children) transport. HST improves the quality of life for persons with disabilities, foster care children and families, low-income residents and senior populations in Fairfax County by providing accessible vehicles. The programs serve those who have limited options to transportation to access programs and services sponsored by the County's Human Services Agencies. In addition, HST provides transportation in support of County emergency events such as snow storms, flooding, fires, and natural disasters.

Description

Human Services Transportation is a business unit in the Access to Community Resources and Programs (Access) division. HST transports qualifying residents to life sustaining medical treatments, court ordered family visitations, therapeutic appointments, essential shopping sites, and to other County sponsored programs and services that promote socialization, health and nutrition, and age specific physical activities and exercise.

Human Services Transportation has five key transportation components:

- **Fastran:** Consists of 66 buses which support the Fairfax-Falls Church Community Services Board (CBS), Senior Centers, Senior Residences, Senior Adult Day Health Care (ADHC), Critical Medical Care Program (CMCP) and Therapeutic Recreation (TR) Services. CSB clients travel to work sites, evaluation and treatment services and vocational programs. Area Agency on Aging (AAA) clients travel to 14 area senior centers. Residents of 18 income eligible senior high rise developments travel to weekly group grocery shopping trips and monthly group mall trips. ADHC clients travel to four Health Department adult day health care programs. CMCP clients who must undergo continuing dialysis, cancer treatments or rehabilitation treatment or therapy are transported to medical facilities. TR clients who are intellectually or physically disabled are transported to structured recreational activities.
- **Children, Youth, and Families (CYF):** Consists of 18 sedans/minivans and 2 wheel chair accessible vans which supports court ordered service plans designed to return children in foster care to their families, and supports family connections through visitations until children are able to return to their families
- **Greater Mount Vernon Head Start:** Consists of 4 school buses that transport eligible children up to the age of five to the Head Start Program in Mount Vernon which helps prepare children for success in school.
- **Volunteer Transportation:** Consists of over 100 volunteer drivers who provide transportation services for older adults throughout Fairfax County to medical appointments.

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- **Taxi Voucher Program:** Consists of three taxi cab voucher programs, Seniors on the Go, Dial A Ride and Taxi Access which allows eligible Fairfax County residents the opportunity to purchase discounted coupon books for taxi cab rides. In order to participate in the program, the participant must meet one or more of the eligibility guidelines for one of the three Taxi Voucher Programs:
 - **Seniors on the Go:** Eligibility is determined by income and is reserved for applicants age 65 and over. An eligible participant may purchase up to 16 coupon books at \$20 per book within a 12 month period. The value of each coupon book is \$33 and the coupon book expires 12 months after the date of purchase.
 - **Taxi Access:** Participants must be active registered participants of Metro Access, the ADA paratransit program for the Washington Metropolitan Area Transit Authority. An eligible participant may purchase up to 16 coupon books at \$10 per book within a 12 month period. The value of each coupon book is \$33 and the coupon book expires 12 months after the date of purchase.
 - **Dial A Ride:** Participants must meet the income guidelines based upon their household size. The requirements are based on 225 percent of the Federal Poverty Guidelines. An eligible participant may purchase up to 16 coupon books at \$10 per book within a 12 month period. The value of each coupon book is \$33 and the coupon book expires 12 months after the date of purchase.

Benefits

Affordable and accessible: By providing affordable and accessible transportation options, older adults are able to maintain independence, increase socialization, access County programs and services, and maintain regular medical appointments. By participating in the Children Youth and Family Transportation program, children who are in the child welfare system are able to participate in the recommended services and due to this, may be able to more quickly achieve permanency goals. Persons with disabilities are able to access employment, respite care, and County programs and services. Individuals with chronic diseases are able to access life sustaining medical services (e.g. dialysis, cancer treatment). Low income residents are able to access County programs and services, maintain independence and employment.

Ridesharing: Ridesharing enables HST to serve an increasing number of participants without increasing central overhead costs.

Participant choice and control: Vouchers provide a transportation option for individuals living outside established bus routes. These vouchers give participants choice and control in selecting their means of transportation and in selecting their destination and time for their trip.

Mobility options: Older adults, people with disabilities and/or limited income who do not have a personal vehicle or the ability to drive are benefited by the voucher program as they are disproportionately impacted by the challenges of high cost and inadequate transportation options. Vouchers are an effective way to expand the mobility options and provide choices to Fairfax County residents as they navigate their way to jobs, services and other quality-of-life destinations. .

Mandates

This Line of Business is not mandated.

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Trends and Challenges

Mobility management: The transit industry is pushing towards implementation of mobility management programs. In FY 2016, HST was awarded a federal grant for the Enhanced Mobility for Seniors and Individuals with Disabilities. This grant will help improve mobility for older adults and individuals with disabilities by removing barriers to transportation services and expanding available transportation options

Older adult population increase: Fairfax County's population of residents who are 65 years and older in 2010 was 106,290; that figure is estimated to increase to 158,733 by 2020 which will increase the demand for HST services. Additionally, residents who are low-income or with a disability are also increasing; therefore, meeting the growing need for alternative transportation services will be challenging.

Resources

Category	FY 2014 Actual	FY 2015 Actual	FY 2016 Adopted
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FUNDING			
<u>Expenditures:</u>			
Compensation	\$803,533	\$746,909	\$762,612
Operating Expenses	7,970,896	8,712,180	9,703,269
Work Performed for Others	(7,808,476)	(8,199,304)	(8,825,508)
Total Expenditures	\$965,953	\$1,259,785	\$1,640,373
General Fund Revenue	\$112,828	\$104,740	\$122,071
Net Cost/(Savings) to General Fund	\$853,125	\$1,155,045	\$1,518,302
POSITIONS			
Authorized Positions/Full-Time Equivalents (FTEs)			
<u>Positions:</u>			
Regular	12 / 12	12 / 12	12 / 12
Total Positions	12 / 12	12 / 12	12 / 12

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Metrics

Metric Indicator	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Human Service Agency client rides on rideshare buses	346,160	355,136	370,548	370,548	370,548
Cost of Human Services Agency client rides on rideshare buses	\$19.35	\$18.11	\$18.71	\$19.02	\$19.33
Ratio of Rides per complaint	6,182:1	5,728:1	8,617:1	10,000:1	10,000:1
Taxi voucher books sold	3,660	5,530	4,809	4,953	5,102

Increases in rideshare opportunities continue to be the result of FASTRAN's ability to regularly redesign routes to ensure efficient operations. This is achieved while continuing to maintain high service quality ratings.

The taxi voucher programs received a significant increase in FY 2014 as the Dial-A-Ride program transitioned away from FASTRAN and to the more flexible option of vouchers. While taxi vouchers decreased in FY 2015, the use remains significantly above FY 2013 levels.

There are a number of factors that continue to influence utilization of the taxi voucher programs, including:

- Increasing taxi rates,
- Advent of new transit options (Uber, Lyft, etc.), and
- Length of trip.