

2014 Idaho Interagency Working Group: Program, Usage, and Funding Report on Public Transportation



Version 1.1: IWG Meeting 7/15/2014

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EXECUTIVE SUMMARY

The Interagency Working Group (IWG) is composed of Idaho government agency and association representatives that are identified in Idaho Statute or have a direct association with public transportation operations in Idaho. The IWG is tasked with collecting and reporting transportation usage and funds spent, developing and maintaining a coordinated public transportation plan, and looking for opportunities to collaborate and/or eliminate burdensome restrictions concerning public transportation.

Over a six week period staff researched IWG member agency websites and conducted personal interviews with agency staff. These personal interviews provided information on each agency's transportation policies, funding, and usage. The information gathered, provided a detailed outline of each agency's transportation program from June 30th-December 30th 2013 with a comparison of data collected for the entire state fiscal year 2013.

After a review of the collected information several distinct themes became increasingly noticeable. These themes included the need to explore alternative transportation procedures, allocation of resources, and standardization amongst IWG agencies. In light of the findings, several recommendations were made including:

- Development and adoption of a statewide public transportation plan, that assesses current services, funding and policies, identifies specific projects and policies for improvement, and recommends specific performance measures to monitor transportation and the success of project and policy improvement.
- Creation of an IWG website to provide for information and feedback from stakeholders.
- Commitment to a standard Annual Update of Program Operating Procedures and Performance Data.
- Identification of Headquarters and District/Region staff to be transportation point of contact.
- Revisit the concept of the District Coordination Council to provide firm membership for IWG agencies and a set schedule of meetings. If an agency is not located in a district, provide for headquarters staff to participate.
- Identification of a public transportation "champion" to carry message statewide.

As the IWG moves forward with the establishment of a consistent and dedicated work plan that emulates these initial recommendations, staff will be able to revisit this report on an annual basis, track progress, and implement innovative solutions to improve Idaho's overall public transportation.

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INTRODUCTION

The need for adequate and accessible transportation in the United States has been a frequent topic of late as funding shortages and government shutdowns have impacted federal spending on these needed programs. Transportation funding has stagnated and in some cases dropped in recent years due to budget constraints and the nature of the tax mechanisms used to provide these funds. While the poor conditions of roads and bridges have been the subject of many national headlines, the state of public transportation has passed relatively unnoticed in recent debates.

Public transportation in its broadest sense encompasses those programs that provide direct transportation support to individuals, groups, and organizations. This support can come in the form of direct transportation through traditional public transportation methods including fixed route service (i.e. a bus stopping at marked bus stops at fixed times) or demand response services (i.e. an individual with needs calling to schedule pick-up transportation, usually in smaller vehicles such as vans). It can however come from new and innovative methods of delivery including public transportation, taxi, or gas vouchers, bicycle purchases, or other coordinated services. Users of public transportation can be any number of individuals or demographics depending on the nature of the program providing the service.

Idaho

Idaho is still developing when it comes to the comprehensive public transportation landscape. While urban and rural distinctions have begun to slowly merge, the corresponding difficulties of providing transportation to each still prevail. Public transportation in an urban center is relatively straightforward when determining needs and logistics. The large populations clustered in a smaller region provide for efficient movement of individuals. Difficulties do remain however. Issues regarding cooperation of programs, jurisdictions, support, and even logistics are a mainstay of urban transportation, as is the constant challenge of funding. Rural transportation faces many of these same hurdles, but is further challenged by isolation, rugged terrain, and the lack of available economies of scale (inability to run consistent service with high volume of travelers).

Despite these difficulties Idaho has made considerable strides in recent years and has the potential for developing a robust, coordinated, and cost effective public transportation program throughout the state. In 2010, the Governor's Task Force on Modernizing Transportation Funding in Idaho convened and created a specific subcommittee devoted to public transportation¹. This group outlined four key recommendations.

1. Define the regional plan or plan boundaries as determined by either regional transit authorities, joint power agreements among local governments, or single jurisdictions with specific revenue sources to be pursued to

¹http://www.itd.idaho.gov/taskforce/Task_Force_Final_Report_Low_Res.pdf

fund public transportation; and performance measures, goals, and milestones to be measured during implementation of the plans.

2. Describe the specific projects, programs, services, projected costs, and timeline to be funded in the plan. This part of the plan would address coordination with other regions and coordination within the existing region.
3. Define the specific revenue sources to be pursued. This would be from the recommended options listed below, available to the region or local jurisdictions.
 - a. User Fees and Fares
 - b. Local Option Sales Tax
 - c. Local Option Resort Tax
 - d. Local Option Real Property Tax
 - e. Impact Fees
4. Define the performance measures, goals, and milestones that will be measured during the implementation of the plan.

I-WAY

Idaho has a considerable framework already in place to implement this plan once it is created. Upon the recommendation of the IWG, ITD embarked on the creation of a locally driven public transportation coordination effort. This effort was known as I-WAY. The process was designed to enable local stakeholders to make recommendations and directly influence the coordination and services provided in their specific area. The state was divided into 22 Local Mobility Network's (LMMNs) that make up each of the six Idaho Transportation Department Districts.

Each of the six Idaho Transportation Department Districts has a District Coordinating Council (DCC) composed of local stakeholders from relevant agencies, groups within the communities of those districts, as well as local office representatives from some IWG member agencies. Each council is chaired by the Public Transportation Advisory Council member from that District. These PTAC members are statutorily required to serve on the statewide Public Transportation Advisory Council, which makes funding recommendations to the Idaho Transportation Department Board each year regarding how Federal Transit Administration funds expended in the State. This structure for local coordination will be discussed further in the Recommendations section as the analysis looks at ways to improve and solidify the work of these organizations.

INTERAGENCY WORKING GROUP (IWG)

The Interagency Working Group for Public Transportation Services was created in Idaho Statute 40-514 during the 1992 legislative session. The group is specifically tasked to “advise and assist the department (ITD) in analyzing public transportation needs, identifying areas for coordination, and developing strategies for eliminating procedural

and regulatory barriers to coordination at the state level”. On first glance this would seem to be a daunting task for a diverse group of state agency officials, most of whom do not deal directly with transportation on a daily basis. Understanding this, the statute goes further to specifically mention that “the group shall undertake detailed work assignments related to transportation services which promote cooperation and collaboration among systems”.

In an effort to assist the group in identifying specific detailed work assignments, the Idaho Transportation Department is tasked with three key responsibilities to provide transportation specific information to the group. These tasks are:

- a) *Develop a uniform data collection and reporting system; information from said system shall be submitted annually to the joint finance-appropriations committee of the Idaho legislature; and as public information, it shall also be available upon request;*
- (b) *In cooperation with other state agencies and public entities, develop a comprehensive plan for public transportation; and*
- (c) *Provide assistance to operators of local and regional transportation systems that are consistent with public program objectives of the state plan.*

The Interagency Working Group membership is composed of seated members as well as Ex-Officio members who represent various groups that have a state and local interest in the policy and coordination of public transportation in Idaho.

IWG Members
Department of Health and Welfare Idaho Transportation Department Department of Labor Division of Vocational Rehabilitation Department of Commerce Idaho Council on Developmental Disabilities Division of Medicaid Community Transportation Association of Idaho Head Start Association of Idaho Idaho Commission on Aging

Invited Ex Officio
Public Transportation Advisory Council Chair Idaho Department of Environmental Equality Idaho Division of Veterans Services Kootenai Metropolitan Planning Organization Idaho Association of Counties

LEGISLATIVE INTEREST AND STUDY PURPOSE

The goals of this report are twofold. First, establish a baseline of public transportation related programs provided by Idaho state government entities. Second, analyze and make recommendations on possible actions to streamline, coordinate, and provide efficient transportation services to all Idaho citizens.

According to 40-514 of Idaho Statute, an active and supporting member of the IWG is required to provide a semiannual report of transportation funding expended, audits conducted, number of passengers carried, and agency vehicles and mileage. This data collection will help to analyze and assess the public transportation needs, identify areas for coordination within agencies, and develop strategies to overcome transportation barriers. The report will bring greater awareness about the transportation obstacles, convey potential growth areas recommended by each agency, and enhance the transparency of transportation policies between IWG agencies. Results from this data collection along with IWG efforts to create an atmosphere of cooperation between agencies will help promote efficiency and proper allocation of resources, allowing transportation to become more streamlined throughout the state of Idaho.

Research for this report began with an extensive review of each participating agency's website, looking at the overall mission of the agency and what specific transportation services were made available to the public. Personal interviews were then conducted with IWG members representing each department to determine the following items:

- what transportation programs their Departments were providing (if any),
- what data was collected to measure usage, costs, and performance,
- what the program parameters or standard operating procedures (SOP) are that guided the programs implementation,
- and what transportation policy/coordination changes they would like to see in the future.

Once these interviews were completed, staff compiled the findings and looked for possible areas of collaboration and opportunities for IWG members to effect change. This report is the culmination of these efforts.

TRANSPORTATION POLICIES



IDAHO TRANSPORTATION DEPARTMENT

The ITD Division of Transportation Performance (ITD-DTP) supports public transportation and mobility choices in line with the values, needs, and priorities across the state. Through a public outreach and involvement program facilitated by the division, community needs and strategies are developed, documented and coordinated with those in neighboring communities. Through administration of federal funds allocated to the state alongside the coordination of other funding opportunities, the division helps identify the financial means to provide mobility choices for all Idahoans.

Public transportation and mobility provides services to citizens without access to other mobility alternatives and allows them travel to employment, shopping, medical care, and social/recreational opportunities. Consequently, public transportation options placed across the state are also a major contributor to the economic development and well-being of the state.²

Funding Sources: The division assists in the annual administration of Federal Transit Administration (FTA) formula funding for public transportation programs targeting rural transportation, transportation for the elderly and persons with disabilities, intercity transportation, and transportation for commuters. Transportation performance operates largely out of the following three grants:

5310 program enhances mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations.

5311 program provides capital, planning, and operating assistance to states to support public transportation in rural areas

5339 program provides capital assistance to states to support the purchase of vehicles and other capital needs to provide public transportation

In order for sub-recipients to receive grant money they must fill out an application stating need-based strategies, proposals, and budget details. Applications are then reviewed and recommended to PTAC, and then sent to the ITD board for a final review and approval of funding.



² FY14 program update packet, II76-79.

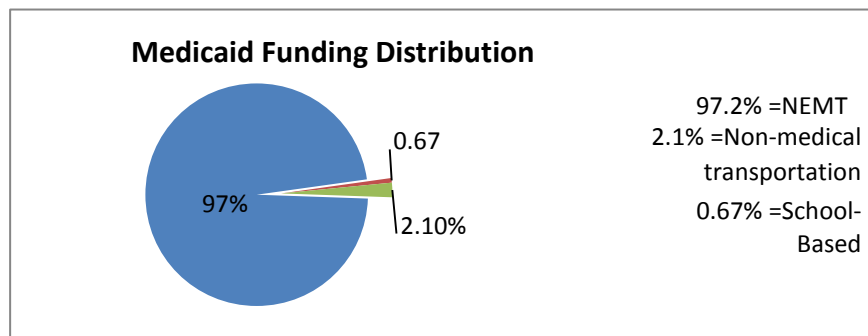
DIVISION OF MEDICAID

Transportation is provided through three programs: Non-emergency medical, school-based services, and home and community-based services.

Non-emergency medical transportation (NEMT) is provided through a brokerage program as an optional medical service in accordance with 1902(a)(70) of the Social Security Act and 42 CFR 440.170(a)(4). Medicaid is currently contracting with American Medical Response (AMR) to provide non-emergent transportation. Medicaid pays AMR on a per participant per month (PPPM) amount for each eligible Medicaid participant to cover their non-emergent transportation needs. In FY 2013 the amount expended on non-emergent transportation for the entire state of Idaho was \$19,967,052.16. This program operates based on the needs of the participants rather than a fixed schedule route. NEMT services provide access to wheelchair vans, taxis, stretcher car, bus passes, tickets, and secured transportation. The population served includes low-income families with children and participants who qualify to receive services through Aid to Families with Dependent Children (AFCD) funds. NEMT also caters to poverty-level related pregnant women, poverty-level infants and children through age eighteen, foster care and adoption assistance children, Transitional Medical Assistance (TMA) recipients, as well as Supplemental Security Income (SSI) recipients. AMR operates a call center which receives requests from participants for transportation. After participant eligibility has been verified, AMR will schedule a trip.³

School-based services are health-related and rehabilitative services provided to children with disabilities who receive services under the Individuals with Disabilities Education Act (IDEA). These services are provided by school districts and charter schools and are considered medically necessary for children to participate in their educational program. School districts and charter schools that enroll as Medicaid providers can receive reimbursement for school-based services provided that the child is eligible for Medicaid, each service is specifically identified on an Individualized Education Program (IEP), and services are medically necessary for a child to benefit from their educational program. Funding expended on school-based services for FY 2013 amounted to \$138,086.08.⁴

Home and community-based services provide non-medical transportation for Medicaid eligible participants. This operates on a fee-for-service basis, accommodating everyday non-medical transportation needs. Medicaid spent \$431,452.5 on non-medical transportation in FY 2013. Non-medical transportation is provided through both the Aged and Disabled 1915(c) waiver and the Developmentally Disabled 1915(c) waiver.⁵



³ State plan under title XIX of the social security act medical assistance program; Amount, Duration, and Scope of Services 3.1

⁴ DHW Medicaid school-based services webpage

⁵ <http://www.healthandwelfare.idaho.gov/Portals/0/Medical/MedicaidCHIP/Idaho%20Home%20Choice%20Operational%20Protocol.pdf>

DEPARTMENT OF HEALTH AND WELFARE

Transportation is provided through four main programs: Medicaid, Behavioral Health, Family and Community services, and Self-reliance/Welfare.

Medicaid: Participants go through AMR for reimbursements of the following transportation services: Taxi trips, commercial transport, wheelchair van transportation, airline tickets, individual and agency provider transport, car rental, and commercial transport-bus passes.

The costs of physician and hospital services for travel to medical facilities for the purpose for receiving a non-covered medical service is not covered by the Medical Assistance Program Medical transportation.⁶

Behavioral Health division operates two main state hospitals (North in Orofino and South in Blackfoot). As the mental health field becomes more advanced in treatment options, these hospital services are becoming less necessary. Eligibility is awarded if the applicant is an adult, resident of Idaho, has a primary diagnosis of severe and persistent mental illness or be determined eligible under the waiver provision. Hospital transportation services are limited; however each hospital operates a few busses for field trip purposes for patients.⁷ Additionally, the Division of Behavioral Health conducts the Substance Use Disorder Services (SUDS) which provides transportation.⁸

Family and Community Services: Child protective services, foster care and other FAC programs offer vouchers for transportation related expenses such as gas costs and taxi fees. The Emergency Service Grant (ESG) allotted to DHW provides cash for miscellaneous repairs and transportation expenses not otherwise specified. Expenditures from June 30th - December 30th, 2013 were \$87,890.27.

Self-Reliance is a voucher-based system for busses, cabs, and other public transportation services offered in Idaho for eligible participants. Eligibility coincides with food stamp eligibility requirement that must be met in areas such as, citizenship/immigration status, income, resources, work requirements, and other areas based on your household's circumstances. The community Services Block Grant (CSBG) funds programs that help eliminate the causes of poverty and enable families and individuals to become self-reliant. Services are delivered through locally operated and managed Community Action Agencies and the Community Council of Idaho. Grant funds provide emergency and supportive services, employment readiness training, individual and family development counseling, food, shelter, and transportation assistance. From June 30, 2013-December 30th, 2013 Self-Reliance transportation expenditures totaled \$284,997.10



⁶ <http://adminrules.idaho.gov/rules/2014/16/0309.pdf>

⁷ Section 400 of the Adult Mental Health Services rules

⁸ <http://www.healthandwelfare.idaho.gov/Portals/0/AboutUs/Publications/FFT2013-2014webversion.pdf>

DEPARTMENT OF LABOR

Transportation expenses may be provided for participants to attend training, conduct out-of-area work search, or relocate for employment. When transportation costs are authorized, the case manager may select from one of the following payment methods: mileage reimbursement, actual fuel cost or public transportation. When making this decision, the case manager should choose the most economical means available which reasonably meets the needs of the client. These funds come out of the Workforce Investment Act (WIA), a federally funded program providing transportation reimbursements.

Allowable transportation costs may also include the costs of a rental vehicle for moving household goods, costs for the rental of an automobile dolly, trailer, or other similar conveyance, actual gasoline costs for rental vehicles or personal vehicles, or reimbursement for gasoline expenses incurred during the relocation. Transportation expenditures from July 2013- June 2014 amounted to \$274,288.57.

Local Job Search Fuel Costs: Fuel purchases that are necessary for local job seeking activities are an allowable expense. The WIA-04 general description section must identify the time frame covered for the fuel purchase. Example: Fuel necessary to conduct a local job search.

Public Transportation: If available and appropriate, public transportation may be authorized using the WIA-04. Again, a brief explanation stating why transportation is necessary for participation must be included in Section I. The WIA-04 would then be processed as a normal vendor payment or reimbursement to the client.

Participants who attend training outside of their local area may be reimbursed for transportation costs to and from training as well as round-trip travel during school vacation periods and summer /session breaks.⁹

⁹ Workforce Investment Act-Technical Assistance Guide, p.3-5

COUNCIL ON DEVELOPMENTAL DISABILITIES

There are three transportation options available for participants with developmental disabilities: Public transit, natural supporters, and Medicaid.

Public and private means of transportation are provided for the 23 council members' travel to and from council related events. If there is no transportation plan in place, however members are reimbursed for mileage, city transit costs, or other transportation methods. CDD occasionally checks out accessible vans from the Southwest Idaho Treatment Center to transport members when needed, but there is no existing transportation contract with the treatment center. Transportation expenditures amounted to \$24,000 in FY 2013.

Medicaid: The Department of Health and Welfare can help provide a number of services to assist adults and children with developmental disabilities. Some of these services include: physical and occupational therapy, housing and living supports, chore services, employment support, environmental modifications, home delivered meals, nursing services, respite care, habilitative supports, family education, crisis intervention, and in-school supports, to name a few.

Developmental Disabilities is defined as a chronic disability of a person which appears before 22 years of age and:

- Is attributable to an impairment, such as an intellectual disability, cerebral palsy, epilepsy, autism or other condition found to be closely related to or similar to one of these impairments that requires similar treatment or services, or is attributable to dyslexia resulting from such impairments.
- Results in substantial functional limitations in three or more of the following areas of major life activity; self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, or economic self-sufficiency.
- Reflects the needs for a combination and sequence of special, interdisciplinary or generic care, treatment or other services which are of life-long or extended duration and individually planned and coordinated.

Non-Medical Transportation is offered in order to enable waiver participants to gain access community services and resources. This service is offered in addition to medical transportation required under 42 CFR 440.431.53 and transportation services offered under the State Plan, defined at 42 CFR 440.170(a). Whenever possible, family, neighbors, friends, or community agencies which can provide this service without charge or public transit providers will be utilized.

In accordance with Section 39-5103(4), Idaho Code, in-home financial assistance monies allocated through Medicaid programs may be used for transportation, such as to and from doctor's office, clinic or training centers.¹⁰

¹⁰<http://www.icdd.idaho.gov/pdf/Legislative%20Advocacy/Final%20Legislative%20Report%20April%202013%202011.pdf>, p.1

VOCATIONAL REHABILITATION

Idaho Division of Vocational Rehabilitation (IDVR) provides vouchers and reimbursements for transportation related expenses based on the participants Individual Plan for Employment (IPE). Reimbursements include:

Public conveyance: Actual cost of service for bus or van.

Private vehicle: Not to exceed \$60 maximum per month within a 20 mile radius or up to a maximum of \$200 per month outside the 20 mile radius.

Taxi Services: In areas without public conveyance, IDVR will not exceed \$60 maximum per month.

Car Repairs: Maximum: \$300 per case (except for cost of reasonable accommodation for disability). IDVR will not pay for customary general car maintenance (i.e. oil changes, tire rotations, etc.).

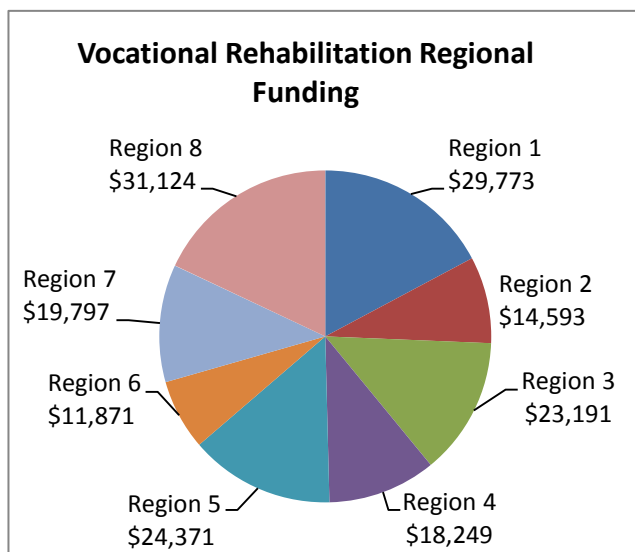
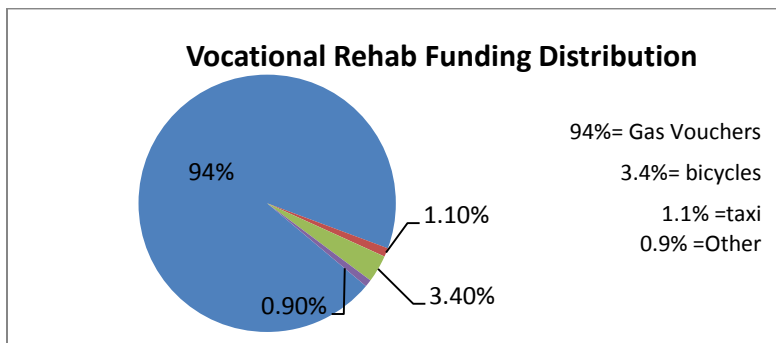
Auto Insurance: Maximum six (6) months of auto insurance. IDVR will only pay necessary auto insurance required to cover the VR customer as a vehicle operator.

Vehicle Purchase: Maximum expense cannot exceed \$5,000. IDVR does not purchase new vehicles.

- Vehicle purchase may be provided if it is not the sole vocational rehabilitation service needed for the customer to return to work or to achieve an employment outcome. The vehicle purchased will be only at a level to meet the vocational rehabilitation need of the customer. If the customer desires a vehicle above and beyond the level of vehicle needed to meet the vocational rehabilitation need they will be required to pay the cost difference between the two. This amount would not count towards the customer’s financial participation requirements and IDVR will not be party to associated financial obligations.
- Purchase of vehicles for a customer is allowable only when the occupation of the customer will require a vehicle as occupational equipment. The agency may not purchase a vehicle for a routine need for transportation to and from a place of employment.

When IDVR has a joint case with another VR agency (Veterans Administration, Tribal Vocational Rehabilitation, Idaho Commission for the Blind and Visually Impaired, or another state VR agency) the sharing of case cost shall be done in a way that multiple agencies are not paying for the same service.¹¹

IDVR also reimburses participants for bicycle purchases as a method of transportation to and from work. In the first two quarters of state fiscal year vocation rehab spent \$172,970 on transportation expenses.



¹¹ Field Services policy manual p.50-62

HEAD START ASSOCIATION

Head start has 13 programs throughout the state of Idaho serving children from low-income households. They offer prenatal services, child development and education, health and nutrition services, family development, self-sufficiency, and opportunities for parent involvement.

As a rule, families must have an income at or below the federal poverty level to qualify for Head Start/Early Head Start services. At least 10% of the program's enrollment must be made up of children with disabilities. In addition, up to 10% of the slots may be over-income and are often used for children with disabilities. Those with the highest needs are enrolled first and other eligible children are placed on a wait list for future openings. In FY 2012, 4,019 families received social services from Head Start.

Funding: Federal funding for Idaho's HS/EHS programs comes directly from the U.S. Department of Health and Human Services, Office of Head Start to local grantees. They may be community agencies, non-profits, colleges, school districts, migrant & seasonal, or tribal programs. This federal-to-local model allows more funding to go directly to program services. Each program must match federal funds received with 20% from local in-kind goods, services, volunteer time or non-federal funds.

Services: Programs use information from many sources when deciding which service model options to offer, the location of centers, and other activities that will support and interest families. The policy council and the board work with staff to design services that meet the local community needs and allocate funds in the most effective manner. The three services offered are center-based, combination model, and home-based.¹²

Depending on the location, each of the thirteen programs has a different budget that allows for more or less transportation services depending on the needs in that area. An example of a program in higher demand is the Western Idaho Community Action Program which operates on \$297,932 per year, utilizing 18 vans in rural areas. In contrast, Coeur d'Alene Tribe Early Childhood Learning Center has fewer transportation services as it utilizes two buses and one van, and operates under \$3,000 per year. Services are specifically tailored to meet the needs of Head Start communities and families seeking transportation assistance.

¹² <http://www.idahoheadstartassoc.net/Documents/H.S.%20Presentation%20GENERAL.pdf>

VETERAN SERVICES

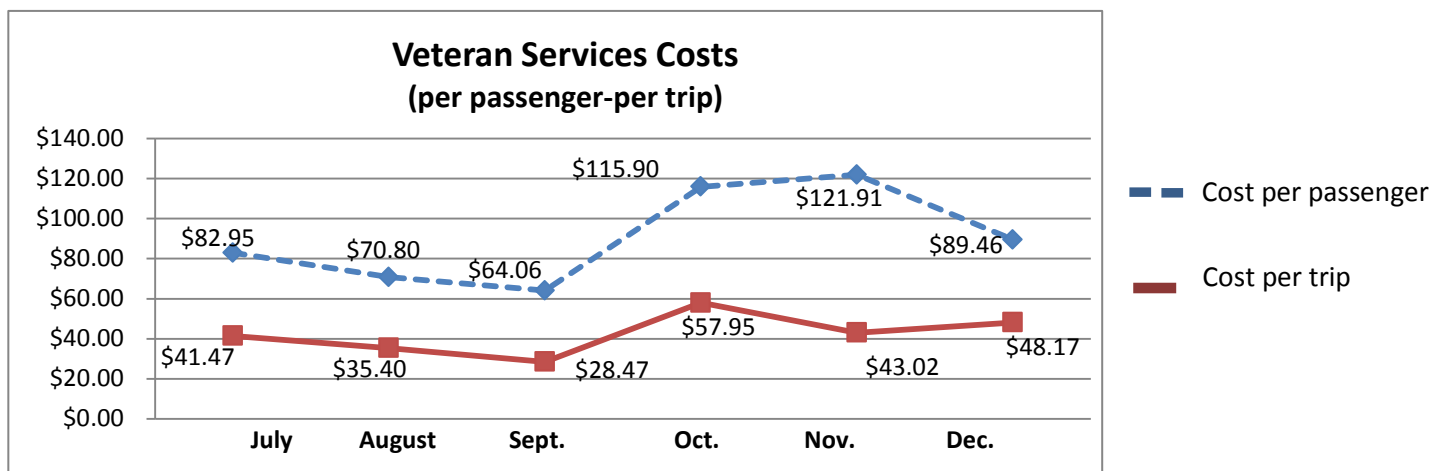
Veteran Services assists and advocates for Idaho veterans and their families. Transportation services are limited, but can be provided through Disabled American Veterans organization, Veteran Service’s Wheelchair Transportation Program, and VA hospitals and homes.

Disabled American Veterans: The DAV van makes commuter runs to and from the Boise VA Medical Center Monday through Friday. These rides are made available by volunteer drivers, the Disabled American Veterans and the VA Medical Center. All appointments for rides must be made 72 hours in advance.¹³

Wheelchair Transportation Program: The medical transportation payment program for wheelchair confined veterans operates on of a voucher system. Eligible participants must be a bona fide resident who is a wheelchair confined veteran, has a medical appointment and no other available means of transportation to that appointment. An eligible veteran may apply for payment of the costs of transportation by a commercial carrier to and/or from a medical appointment. Payment cannot exceed \$200 for a two way trip and cannot exceed \$100 for a one way trip.¹⁴ The total funding expended on transportation was in the form of reimbursements and amounted to \$3,949.50 in 2013.

VA Hospitals and Homes: Hospitals provide only ambulance transportation, however there are a few state owned busses at the veteran homes occasionally used for recreational field trips.¹⁵

Veteran Services 2013 Data	Cost	Passengers carried	Trips
July	\$746.60	9	18
August	\$637.25	9	18
September	\$512.55	8	18
October	\$695.40	6	12
November	\$731.45	6	17
December	\$626.25	7	13



¹³ http://veterans.idaho.gov/images/stories/PDF_Files/Services/Vet%20Book%20FEB%202011.pdf, p.28

¹⁴ Rules governing medical transportation payment for wheelchair confined veterans, section 21.01.05

¹⁵ <http://veterans.idaho.gov/veterans-homes/services-and-programs>

IDAHO COMMISSION ON AGING

The Idaho Commission on Aging’s vision is “To provide services and supports that improve the quality of life for older Idahoans, and people with disabilities, so they can live independent, meaningful and dignified lives within the community of their choice”¹⁶ The Older Americans Act (OAA) authorizes the state to designate a State Unit on Aging to administer federal programs in Idaho.

ICOA offers many supportive services:

- Case management
- Homemaker Program
- Information and Assistance
- Outreach Services and Ongoing Community Programs
- Disease Prevention/Health Promotion
- Transportation

Transportation services are designed to transport persons 60 years of age and over to and from social services, medical and health care services, meal programs, places of employment, senior centers, shopping, civic functions, adult day care facilities, and recreation locations for the purpose of applying for and receiving services.¹⁷ The goal is to reduce isolation, or otherwise promote independent living. Service is to be available to those who have no other means of transportation or who are unable to use existing transportation. Preference is given to older minorities and those with limited economic resources. Personal assistance for those with limited physical mobility is provided. These services include door-to-door, fixed route, scheduled, and rideshare services.¹⁸

According to Idaho Statute 67-5008, transportation grants or contracts can be used for operating expenses only.¹⁹

The ICOA contracts with six geographically located Area Agencies on Aging (AAA), which provide Services defined in the Older Americans Act. The AAAs also provides services for Idaho’s Ombudsman and Adult Protection programs²⁰. Transportation funding expended from June 30th-December 30th, 2013 was \$132,421.67.



¹⁶ <http://www.aging.idaho.gov/about/ICOA%202012%20Annual%20Report%20Final.pdf>, p.5

¹⁷ <http://www.aging.idaho.gov/supportive/transportation.html>

¹⁸ ICOA 2012 annual report.

¹⁹ <http://www.legislature.idaho.gov/idstat/Title67/T67CH50SECT67-5008.htm>

²⁰ Idaho Statute 67-5007

DATA SUMMARY

After an extensive analysis of each agency's transportation usage, the data was compiled into three tables.

Table 1 displays the number of passengers carried and/or number of customers for the entire state fiscal year 2013 broken down by agency. Passengers carried tallies each boarding, while a customer is classified as a single individual (regardless of how many trips they take). Table 2 displays the passengers carried and/or number of customers for the six month span from June 30th 2013- December 30th 2013. Lastly, table 3 shows the transportation funding expenditures for each agency during the six month time frame.

Table 1

Agency	Passengers Carried SFY 2013	Number of Customers SFY 2013
Medicaid	1,189,287 total program trips (17,940 bus transit only)	83,237
ITD-Division of Transportation Performance	3,954,374	--
Department of Health and Welfare	--	--
Labor-Workforce developmental Council	--	--
Vocational Rehab	--	362
Council on Developmental Disabilities	--	--
Head Start	--	--
Veteran Services	92	--
Commission on Aging	65,142	5,767
Commerce	--	--

Table 2

Agency	Passengers Carried June 30th- Dec. 30th 2013	Number of Customers June 30th- Dec. 30th 2013
Medicaid	--	--
ITD-Division of Transportation Performance	1,943,634 trips	--
Department of Health and Welfare	--	--
Labor-Workforce developmental Council	--	--
Vocational Rehab	--	17 buses, 2,562 gas vouchers, 48 bikes, \$2,002 Taxi
Council on Developmental Disabilities	--	23 council members
Head Start	--	Varies for each of the 13 programs
Veteran Services	45 veterans, 96 trips	--
Commission on Aging	43,849	7,657
Commerce	--	--

Table 3

Agency	Transportation Funding Expenditures June 30th-Dec 30th 2013
Medicaid	\$20,536,590.74 (includes mileage reimbursements as well as trips)
ITD-Division of Transportation Performance	\$4,346,503.18
Labor-Workforce developmental Council	Only have annual FY13 (\$320,355.81)
Head Start	Association does not have costs for all regions (Ex: WICAP) \$297,932
Vocational Rehab	\$172,970.00
Department of Health and Welfare	
Self-Reliance	\$284,997.10
Family and Community Services	\$87,890.27
Behavioral Health	Information Not Received
Commission on Aging	\$132, 421.67
Council on Developmental Disabilities	\$24,000 annually
Veteran Services	\$3,949.50
Commerce	N/A

OVERVIEW

This data collection analyzed and assessed the public transportation needs, identified areas for coordination within agencies, and developed strategies to overcome the current transportation barriers. The nine agencies that participated in this data report offered invaluable insight into Idaho’s transportation services and provided the foundation for further growth. The transportation policies researched and outlined in this report highlight the wide range of agency systems and bring awareness to the clear successes that have developed as a result of these systems. Although significant progress has been made, it is crucial that the IWG commits to close the transportation gaps that are still evident throughout the state.

As advocates for Idahoans in need of transportation services, it is the responsibility of each agency to continue to expand upon IWG efforts to allocate and distribute resources, while maintaining an accurate understanding of the needs voiced by agency representatives. As the IWG moves towards a more unified transportation plan and develops cohesive and coordinated goals, policies can move from information to action, enhancing not only the lives of underserved populations, but all Idahoans.

RECOMMENDATIONS

The effectiveness of any coordinated effort relies on a shared understanding of the program, the goals the program is aiming to fulfill, and the performance measures used to judge the effectiveness of the program against the set goals. After an extensive literature review, in depth interviews with agency representatives, and data collection from each agency on transportation activities, a number of observations were noted. The following section details observations made regarding transportation at and/or between agencies and recommended action items needed to better coordinate and implement these programs.

Research Staff Observations:

- Individual agencies do not have a shared understanding of what constitutes a transportation program
- Individual agencies do not have program procedures for transportation programs readily available
- Individual agencies do not have a standard method for tracking usage of transportation services
- Performance measures for these programs/agencies are not readily available and tracked
- Coordination is difficult either because of the size of the program (to large or to small) or because of federal or state rules governing program
- Individual Agencies do not have a staff member who is denoted as the transportation point of contact
- Transportation is not the main mission of the agency

Identified Needs made by Agency Representatives:

- More public transportation accessibility in rural areas
- Greater accessibility in urban areas for non-peak hours, i.e. serving those who work varying hours
- Unified statewide policy to take better advantage of all transportation funds
- Eagerness for a large agency to take lead on directing program coordination
- Better promotion of transportation options to agency staff

Recommended Action Items:

- Development and adoption of a statewide public transportation plan: that assesses current services, funding and policies, identifies specific projects and policies for improvement, and recommends specific performance measures to monitor transportation and the success of project and policy improvement.
 - (Timeline 12-24 months, funding required)
- Creation of an IWG website to provide for information and feedback from stakeholders
 - Timeline 3-6 months, no funding required-staff time needed)
- Commitment to a standard Annual Update of Program Standard Operating Procedures and Performance Data
 - (Timeline 6-18, no funding required but Agency Director level implementation required)
- Identification of Headquarters and District/Region staff to be transportation point of contact
 - (Timeline 6-12 months, no funding but Agency Director level implementation required)
- Revisit the concept of the District Coordination Council to provide firm membership for IWG agencies and a set schedule of meetings. If an agency is not located in a district, provide for headquarters staff to participate.
 - (Timeline 12-18 months, no funding require but Agency Director level implementation required)

RECOMMENDATIONS (cont.)

Summary

As we can see from the observations made through the research and interviews conducted, there is an immense opportunity for the IWG to provide a unified and coordinated effort to provide quality transportation for all Idahoans. This opportunity needs to be contrasted with the fact that each of these tasks or any others that may be undertaken will require collaboration among a number of individuals who have other job responsibilities that do not include transportation on a day-to-day basis.

Staff heard from multiple sources that they were excited with recent developments and ITD taking a more active role in coordinating the IWG efforts outside of the quarterly meetings. This active coordination allows the group to take meaningful actions and ensure that action items are accomplished in between meetings.

Another common theme was the desire to focus on 1-3 active projects, assign tasks, track progress, and report on completion before embarking on new projects. This corresponds well with the statutory requirement for the group to work toward the creation of a statewide public transportation plan. Within a transportation plan, the current system is inventoried, gaps and needs identified, projects listed, and performance measures recommended to track progress and success. This would allow the group to use the plan to pick active projects, while still providing the flexibility for future innovative projects and solutions that may arise.

A third theme discussed was the need for more formalized and adequate feedback mechanisms so IWG member staff could interact with local staff before and in between meetings to identify transportation opportunities or issues that they may be experiencing. By establishing this formalized feedback mechanism for each agency, members could present both a local and headquarters level briefing on transportation related items at each IWG meeting. This would also encourage local participation in the DCC and assist with agency involvement with IWG initiatives.

The fourth and final theme that was discussed in a number of interviews and present during the research was the lack of standard data collection and the implementation of performance measures to judge the effectiveness of these programs. Each program is guided first and foremost by the federal stipulations on what reporting is necessary to fulfil program requirements (as most funds analyzed were from federal sources). This leads to a wide array of data metrics being used to quantify certain basic elements, such as usage. Identifying one metric to quantify usage would be a first step to being able to adequately report on all transportation programs across agencies. Finally, the identification of performance measures at the program level will assist the IWG in developing comprehensive measures that can be updated on regular intervals to determine the progress of specific IWG initiatives.

CONTACT INFORMATION

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