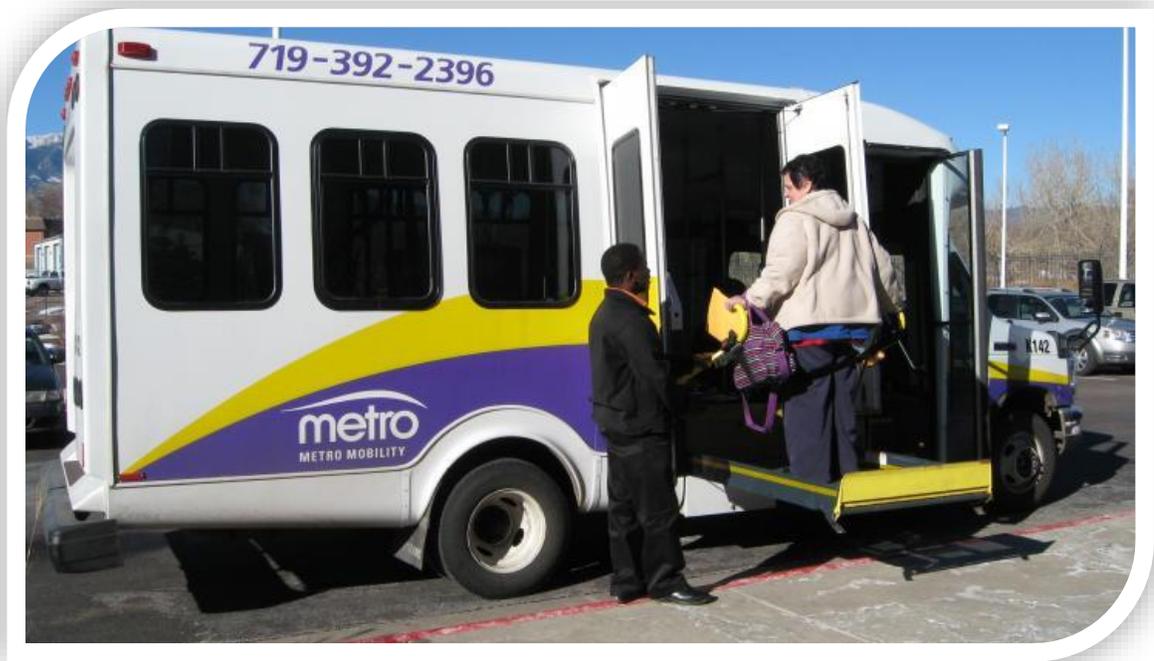


SB17-011 Transportation Access Study for People with Disabilities



Caption: Woman using lift to enter Metro Mobility van

Findings and Recommendations: December 31, 2017
Prepared By: SB17-011 Transportation Forum

Executive Summary

Senate Bill 17-011 created a forum of state agencies and community stakeholders to study the unique needs and obstacles surrounding transportation for people with disabilities. Forum participants are listed in Appendix 2 and the requirements of the bill are summarized below:



1. Study the unique needs of, issues surrounding and obstacles facing, people with disabilities concerning access to transportation.
2. In order to demonstrate the specific transportation access needs of people with disabilities in both urban and rural areas of the state, review the degree to which the transportation needs of people with disabilities are being met in El Paso and Teller counties.
3. Determine availability of technology and transportation business options in various geographic areas of state, including El Paso and Teller counties that are specifically tailored to provide transportation access to people with disabilities.
4. Explore technological and transportation business solutions that could increase transportation access for people with disabilities.
5. Determine what existing funding sources, if any, including federal, state, or local government grants or for-profit or nonprofit grants, could be leveraged to improve transportation to people with disabilities.
6. As appropriate, make legislative recommendations to the general assembly.
7. May recommend entering into a demonstration contract or pilot project if the forum determines that certain technological or transportation business solutions seem to provide a promising strategy to increase transportation access for people with disabilities.
8. Identify legal barriers or other barriers, if any that might hinder implementation of possible business and technology solutions and how those barriers could be removed to better meet the transportation needs of people with disabilities.

The forum self-organized into three working groups: Transportation/Technology Solutions, El Paso County and Teller County. These groups worked independently and collaboratively to respond to the requirements of the bill. A summary of their findings follows:

1. There are significant gaps between transportation needs and existing services in both El Paso and Teller counties that are likely to apply in varying degrees to counties across the state.
2. El Paso and Teller counties have common barriers related to transportation for people with disabilities. Although these issues differ in priority and specific detail, they include: Connectivity of Transportation Service Availability, Funding for Services, Leadership & Coordination Efforts, Physical Infrastructure & Accessibility and Information Access & Communication Infrastructure.
3. A range of solutions are available for each barrier, but common solutions with state-wide applications include:
 - a. Developing a one-call, one-click center as an independent entity to improve mobility management, coordination of service options and user education to better utilize current transportation options.

- b. Improving marketing and distribution of transportation information utilizing concepts such as “one look-one feel”, combined marketing and improved websites among all transportation providers and government agencies.
 - c. Expanding technology coordination to provide trip planning software that allows passengers to access all available services between major destinations.
 - d. Providing travel training to enable people who would otherwise not use transit services to experience them firsthand and learn to use them.
 - e. Improving city design planning to proactively serve older and disabled populations, including better walkability/bike-ability and transit-oriented development.
 - f. Sponsoring carpool and rideshare programs supplement and provide alternatives commercial and non-profits services.
4. There is a wide range of funding available through the Federal Transit Administration (FTA). Expertise to identify and request these funds already exists within state government.

Legislative Recommendations in Summary:

Teller County:

Provide funding, resources and support to expand broadband and cell phone network coverage. Expansion enables a broader accessibility of ride services and improves emergency response times, bus operations safety/security and GPS utilization.

El Paso and Teller County:

Provide funding to develop and administer a transportation voucher system for people with disabilities similar to the Wyoming Independent Living Rehabilitation (WILR) program. In this program, eligible participants use assigned checks for the payment of fees or reimbursement of mileage to transportation providers, who then submit the check to WILR for reimbursement. An eligible participant can use the check in a variety of ways, including defraying the costs of a ride provided by a friend, co-worker, neighbor, volunteer or a public provider. Participants in the Transportation Check Program are responsible for organizing and securing the rides they need.

El Paso County:

Provide funding to develop and implement a public/private partnership pilot program, like the models established by GoCentennial and Developmental Pathways, to test the viability of ride services providing connections between public transportation service routes and final destinations (addressing the issue of “first mile – last mile” connections for people with disabilities). \$400,000 in funding was made available via the Southeast Public Metropolitan Improvement District and the City of Centennial, though due to the short time frame of the pilot, not all funds were utilized.

Statewide:

1. Increase State Funding for Public Transportation Services:
 - a. Index the Funding Advancements for Surface Transportation and Economic Recovery (FASTER) Transit Grants program to expand with the state’s growth in vehicle registrations.
 - b. As statewide transportation funding sources are considered in future legislative sessions, ensure that multimodal transportation needs are included as a significant percentage of funding, based off of statewide project priorities developed by CDOT’s Transit and Rail Division. Of the portion allocated to multimodal transportation, a

percentage should be allocated to rural communities and for transportation infrastructure to improve access for persons with disabilities.

2. Improve Medicaid Waiver Transportation Rates:
 - a. Non-Medical Transportation services are available through the HCBS waivers to enable individuals to access community services., but resources are too limited and the reimbursement rates for mileage bands do not cover the costs to transportation providers. Therefore, provide additional funding to increase the mileage band rates and the number of transportation units (rides) to expand ride capacity and increase accessibility to communities.
3. Statewide Mobility Management:
 - a. Provide additional funds to establish a statewide mobility management position to identify and operationalize best practices in mobility management, reduce jurisdictional barriers, blend waiver funding and long term support services, coordinate regional mobility management efforts and champion pilot projects.

Potential demonstration or pilot projects supported by the bill were highly desirable, but beyond the capacity of the forum to design, develop and implement within the time frame and the scope of deliverables specified by the bill. Given the variety of transportation providers, the availability of technology, the range of funding sources and the complexity of developing integrated transportation systems, the legislature may want to consider supporting more narrowly focused pilot project legislation to prove concepts and lay the foundation for scalable transportation system improvements.

Respectively submitted,

Steve Anton
Forum Chairperson
Director, Division of Vocational Rehabilitation -
CDLE

Jacquelyn Pyun
Transportation/Technology Solutions Work Group
Leader
User Experience Manager – OIT

Elizabeth Robertson
El Paso County Work Group Leader
Vocational Rehabilitation Trainer, Division of Vocational
Rehabilitation – CDLE

Ted Schweitzer
Teller County Work Group Work Group Leader
Director of Transportation – City of Cripple Creek

Courtney Stone
Forum Logistics Manager
Community Organizing Manager, The
Independence Center of Colorado Springs

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I. The Landscape of Transportation for Persons with Disabilities

Unique needs of, issues surrounding, and obstacles facing, persons with disabilities concerning access to transportation

Federal law defines a person with a disability (PWD) as “Any person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such an impairment.” This includes people who are blind or low vision, deaf or hard of hearing, those with mobility impairments, those with a cognitive impairment or intellectual disability, and more. It is important to note that the elderly population and the PWD population are separate, though their needs can sometimes overlap. Persons with disabilities often have barriers to accessing the community, including needs for public transportation and specialized transit. In Colorado Springs and El Paso County, an estimated 10.5% of the population has a disability. In Teller County this percentage is 10.9%.

Schools, government agencies, and private companies provide specialized training, education, and resources for persons with disabilities. Travel training is often provided for those who need assistance with learning how to access public transit, including orientation and mobility training specifically for people who are blind or low vision. Given these available resources, persons with disabilities often still face barriers to accessing both fixed-route and paratransit services. Physical challenges can include the person having physical limitations that affect their mobility, or the community is not physically designed in an accessible way. Transit challenges can include limited hours or service areas, ride times, or availability of rides. Another unique challenge of persons with disabilities includes the need for extra assistance, whether this is a personal care assistant, or if the transit/paratransit driver can assist the person off the vehicle and to the destination. Transit providers provide one of the following services: curb-to-curb, door to door, or door through door:

- *Curb-to-curb* means picking up and dropping off the rider at the curb closest to the starting point and destination
- *Door-to-door* means providing a safe escort from the door of the starting point into and out of the vehicle and to the door of the destination
- *Door-through-door* extends door-to-door service inside the starting point and destination to provide additional assistance to the rider.

Some common acronyms and phrases used throughout this document, defined:

- ADA: Americans with Disabilities Act
- APS: accessible pedestrian signal, provides audible or vibro-tactile information about the “walk” and “don’t walk” signs at signalized intersections
- Fixed-route: public transit bus that travel a designated route on a fixed schedule. Mountain Metro Transit operates this type of service.
- HSP: Human service provider agency that, in this case, provides paratransit services.
- MMT: Mountain Metro Transit
- Paratransit: transportation services for people with disabilities, often provided as a supplement to fixed-route bus. Mountain Metro Mobility and other HSPs mentioned operate this type of service.
- PWD: person with disability
- TDD: Telecommunication Device for the Deaf, also known as TTY

General Categories of Transportation Issues:

The following are general categories of transportation issues, in priority order, for El Paso and Teller Counties. Although the general categories are similar between both counties, specific information on the unique needs and priorities of each county are significantly different and specified in Section IV.

El Paso County:

1. Connectivity of Transportation Service Availability
2. Funding for Service
3. Leadership & Coordination Efforts
4. Physical Infrastructure & Accessibility
5. Information Access & Communication Infrastructure

Teller County:

1. Connectivity of Transportation Service Availability
2. Physical Infrastructure & Accessibility
3. Information Access & Communication Infrastructure
4. Funding for Service
5. Leadership & Coordination Efforts

II. County-Specific Transportation Overview

The degree to which the transportation needs of people with disabilities are being met in El Paso County and Teller County

El Paso County

Mountain Metropolitan Transit (MMT) operates fixed-route buses in the city of Colorado Springs. Metro Mobility, an MMT service, provides ADA paratransit rides specifically to those with disabilities within $\frac{3}{4}$ of a mile of the fixed-route bus. Additionally, several human service providers (HSPs) also provide rides for persons with disabilities and seniors and each company has their own eligibility requirements and geographic limitations. MMT has coordinated the recent opening of a joint call center, OneRide, with some of the local HSPs. OneRide includes Amblicab, Community Intersections, Fountain Valley Senior Center, and SilverKey.

Current Transportation Provided for PWDs

Mountain Metropolitan Transit (MMT) and Metro Mobility currently cover 59% of the Colorado Springs Urbanized Area, as defined by the US Census. In 2016, total number of rides provided (all modes) was 3,370,874. Ridership refers to individual rides provided, not people. Total Metro Mobility/HSP rides accounted for 5.97% of the total rides. Paratransit and specialized transportation accounted for 31% of the \$21,508,773 total 2016 operating budget expenditure.

A one-way Metro Mobility ride costs the rider \$3.50 and costs Metro Mobility about \$25.

Peer Cities

It is important to consider peer cities' transit systems and how they compare to Colorado Springs. Denver and Fort Collins are peer cities not by relative size but as Colorado cities that share state resources and objectives.

Albuquerque, Austin, Boise, Omaha and Salt Lake City, are considered peers because they, like Colorado Springs, are mid-continental, mid-size cities with economic similarities.

Walkscore.com provides overall ratings of walkability, bikeability, and transit by city.

Scores are on a scale of 1 to 100 with scores of 50 or higher considered "good." According to Walkscore, Colorado Springs' transit is rated 18. To the right is a comparison of peer cities' transit scores.

City	Transit Score via Walkscore.com
Colorado Springs, CO	18
Denver, CO	47
Ft. Collins, CO	33
Albuquerque, NM	30
Austin, TX	34
Salt Lake City, UT	43

Unmet Transportation Needs for PWDs

"Unmet need" is very difficult to calculate because it is not directly correlated to a denied ride. Some reasons include clients being unaware of services, clients calling all providers for a ride then selecting the most convenient one, or specific requests that the provider cannot fill, i.e. requesting a quick ride time due to the client having oxygen tank. "Declined rides" gives a better, yet imperfect, quantitative analysis of this gap. Because Metro Mobility is an ADA paratransit service, they legally cannot decline rides, therefore all requested rides have been met. However, 41% of the Colorado Springs Urbanized Area is not serviced by MMT and Metro Mobility, meaning people that live in those unserved areas are not eligible to access the system. MMT had a wider service area coverage in 2009 before the recession than today, which is important for understanding unmet needs. Amblicab has estimated an average of 126 declined rides per month in 2017. They defined a "declined" ride as one they cannot schedule within + or - 60 minutes of the requested time. Rural communities in El Paso County have little to no transportation for people with disabilities.

Future Projections for Transportation Needs for PWDs

There has been a steady increase in Metro Mobility ridership over the years. In 2004, ridership totaled 104,430; in 2010, that number increased to over 140,000, an increase of over 35%. It is estimated that by the end of 2017 the total ridership on Metro Mobility will be 170,560. This is an increase of 22%. According to the State Demography Office, El Paso County is projected to have a population increase of approximately 400,000 additional people between 2015 and 2050, thus estimating an additional 42,000 PWDs across the county.

Teller County

Transportation Gaps and Demand Analysis

Estimating transit demand is a key step when developing alternatives for transit initiatives. Estimating transit demand is an inexact science as each community is unique. For this study, an extensive public outreach effort was used to gain a qualitative understanding of community perceptions and needs. Population projections and mathematical models were used to gain a quantitative perspective. This chapter looks at service gaps and demand from a qualitative perspective and a quantitative perspective.

Qualitative Assessment of Service Gaps

The qualitative component of our analysis began with identifying gaps in the transportation network. Gaps were identified through community survey results and feedback directly obtained from the community at meetings, events, and personalized contact. Transportation gaps are grouped into the following five categories: awareness, infrastructure, institutional, spatial, and temporal.

Awareness Gaps

An often-forgotten variable in assessing transportation gaps is the challenge that many people face when unfamiliar with transportation services, schedules, and services. Awareness gaps occur when individuals and agencies do not have complete information on available transportation choices.

- Many in the community are unaware that transportation options are even available.
- A high percentage of the community that is aware that transportation options exist, are unaware of where to acquire information and/or how to use the services.
- Community websites do an inadequate job of providing links or information on complementary services. For instance, the Teller County website lists transportation as a sub function of Teller Senior Coalition, and there is no mention of other transportation options.
- There is a lack of technology-based information (websites, social media, mobile applications). Transportation trip planning tools or mobile applications are not available to customers.

Infrastructure Gaps

Infrastructure gaps occur when a lack of technological or physical infrastructure prevents individuals from accessing transportation. Infrastructure gaps include poor roadway connections, poor or lacking sidewalks connecting to transit, and intersections and facilities not meeting ADA requirements.

- Poor or absent sidewalk connections to some transit stops and unsafe walking conditions on high speed rural roads where passengers may “flag” or hail the bus.
- Some bus stops lack benches or shelters.
- Rural roads are unsafe for pedestrian and wheelchair users.

Institutional Gaps

Institutional gaps occur when rules, regulations, and requirements imposed by government and other funding sources create obstacles to coordination and mobility.

- Competition for funding is fierce at the Federal and state level as well within the human services arena, making it difficult for new projects to get funded.
- Statewide cost sharing for human service transportation or insurance pooling programs are not available.

Spatial Gaps

Spatial gaps occur when some areas of the community do not have transportation services or do not have enough service to meet needs. Current transportation services are oriented toward Teller County’s communities, which creates natural spatial gaps in rural and unincorporated areas.

- Regional fixed route transit service operates primarily on a north-south orientation, resulting in limited options for passengers traveling east and west.

- There are frequent regional services for the casino industry but these are not readily available for other trip purposes.
- Limited service coverage makes it difficult to connect rural passengers. Transit service to destinations outside of major activity centers is inadequate to meet the needs of special needs populations.
- There is a service gap along Teller County Road 1 between Cripple Creek and Florissant
- There is a service gap along Colorado Highway 24 between Florissant and Woodland Park
- There is a need for improved connectivity to Colorado Springs and I-25 (DIA)

Temporal Gaps

Temporal gaps are caused when transportation service is not available at times when it is needed. With limited area funding and transportation services, there is not enough coverage early in the morning, late in the evening, or on weekends to adequately address transportation challenges. As many jobs in the casinos operate daily and until 2 AM, there is not a transit option to a significant portion of the jobs.

- Transportation services are inadequate outside of peak hours – before 7:00 AM, middle of the day, after 7:00 PM and weekends.

III. Transportation & Technology Availability

Availability of technology and transportation business options that are specifically tailored to provide transportation access to persons with disabilities

Amblicab Paratransit Service

- **About:** Amblicab is a door-through-door transportation service in Colorado Springs, regulated by the Public Utilities Commission, designed for people with disabilities of all agencies, elderly or low-income people to access their community.
- **Service Area:** Colorado Springs area
- **Offerings:** Phone 719-633-4677. Hours: Monday–Friday; 7:00 am–5:30 pm. Wheelchair accessible. \$3.50. ADA-certified and Metro Mobility ID card; for riders 60+ yrs old. Medicaid.

Beo Mobility

- **Service Area:** Colorado
- **Offerings:** Phone 719-362-8000. Hours: 24/7. Wheelchair accessible. Call for quote Insurance or private pay based on level of service and distance. Other services: wheelchair, bariatric, stretcher, ALS, CCT.

Bustang

- **About:** Bustang® is the Colorado Department of Transportation’s (CDOT) interregional express bus service connecting major populations, employment centers and local transit entities along the I-25 and I-70 corridors.
- **Service Area:** Colorado Springs, Monument, and Denver
- **Offerings:** Phone 800-900-3011; 303-271-3745. Hours Monday–Friday, 5:00 am–8:25 pm. Wheelchair accessible. One-way fare between Colorado Springs and Denver: \$12; Monument and Denver: \$9; Colorado Springs and Monument: \$5. Multi-trip discount tickets available. 25%

discount for people with disabilities and those 65 and over; 50% discount for children ages 2–11. No reservation needed ahead of time.

Community Intersections

- **About:** Community Intersections is a nonprofit agency that provides services for adults with intellectual and developmental disabilities.
- **Service Area:** Colorado Springs
- **Offerings:** M-F, 9a-5p, only available for current Community Intersections clients

Cripple Creek City Shuttle

- **About:** Cripple Creek City Shuttle moves more than 60,000 people and drives more than 95,000 miles annually. Service has been in place for more than 20 years, but started receiving federal funding in 2013.
- **Service Area:** Cripple Creek
- **Offerings:** Wheelchair accessible; \$1.00, Open to general public. Phone: 719-689-7711; hours: 7 am–10:30 pm Oct 16 – May 14; May 15–Oct 15 Hours: 7 am–1 am.

Cripple Creek Trolley

- **About:** Started in 2014 and it runs seasonally.
- **Service Area:** Cripple Creek
- **Offerings:** Phone 719-689-3753. Hours: 12 pm–9 pm (service offered May 15–Oct 15). Wheelchair accessible. Free.

Denver Regional Mobility & Access Council (DRMAC)

- **About:** DRMAC Started as a nonprofit in 2005. Serves as the Regional Transportation Coordinating Council or RCC—convener of stakeholders to share ideas, coordinate resources, educate the community, and advocate for increased access to transportation. Information sharing is its most important focus area. Funded by CDOT 5310 and community grants (5310 is a Federal program with some 5310 funding administered by CDOT).
- **Service Area:** Oversees Local Coordinating Councils in each of seven counties in Denver area.
- **Offerings:** Getting There Guide, TransitOptions web tool, and Transportation Information and Assistance Center. Transitoptions.org is a web based tool for identifying transportation resources. Transportation Information and Assistance Center provides phone consultations to assist callers with finding transportation resources (303.243.3113).

Disabled American Veterans (DAV)

- **Service Area:** COS DAV—Denver VAMC
- **Offerings:** Phone 719-785-4164. Hours: Monday–Friday; 7:45 am–4 pm. Not wheelchair accessible. Free Veterans with an appt at Denver VA Medical Center only. DAV service office pickups and dropoffs only by appt.

Discover Goodwill®

- **About:** Discover Goodwill® of Southern and Western Colorado offers customized job training, employment placement, transportation and other services to people who have disabilities, lack education or job experience or face employment challenges. As a non-profit organization, Discover Goodwill funds more than 20 diverse programs by selling donations in thrift stores and online. As a social enterprise, Discover Goodwill also generates revenue by contracting with

businesses and government agencies to provide professional janitorial and commercial laundry services, document imaging and fleet maintenance. Proceeds are reinvested in the growth and development of its programs and services.

- **Service Area:** The Rehab Transportation Department, under the Contract Services Division, has a service area of over 300 square miles. The Department operates 7 routes transporting over 95 significantly disabled clients to programs operated by Discover Goodwill in Colorado Springs, CO.
- **Offerings:** The Primary objective is for the transport of developmentally and intellectually disabled individuals in the Colorado Springs area to and from its closed door programs., Wheelchair accessible rides are available after 5pm and on weekends to groups (i.e. people with disabilities or senior care facilities, etc). Call for more information 719.635.4483 x-1406.

El Paso/Fountain Valley Senior Center

- **About:** Provides demand responsive, door-to-door and door-through-door, wheelchair accessible transportation service that helps facilitate independence and reduce isolation. Transportation is provided for medical/dental appointments, grocery shopping, nutrition site, employment/education, recreation and socialization.
- **Service Area:** Widefield, Security, Stratmoor Valley, Fort Carson, Ellicott, Rush, Yoder, Peyton and Calhan regardless of ability to make a donation.
- **Offerings:** Wheelchair accessible; \$4.00 Suggested donation. For riders 60+ years old; ADA certified & Metro Mobility ID card. Contact: 719-520-6472.

Fountain Municipal Transit

- **About:** Provides safe, clean, reliable, efficient and courteous transportation services to the residents of Fountain. FMT provides deviated fixed-route service in the City of Fountain. The bus will follow a set route unless an individual requests a pick-up at their origin in advance.
- **Service Area:** Fountain
- **Offerings:** Phone 719-392-3500. Hours: Monday–Friday, 4:55 am–7:10 pm. Wheelchair accessible. \$1.50 fixed route (deviated route: \$4.50). Reduced fixed route: \$0.85 (reduced deviated route: \$2.25).

Gold Camp Connector

- **About:** Intercity bus connection between Cripple Creek and Victor. Runs four times a day.
- **Service Area:** Cripple Creek–Victor
- **Offerings:** Phone 719-689-3753. Hours 6:15 am–5:30 pm; 11:15 am–11 pm; Wheelchair accessible. \$1 (free for 60+ years old and people with disabilities).

Lyft

- **About:** Lyft is a transportation network company based in San Francisco, California. It develops, markets and operates the Lyft car transportation mobile app. Started in 2007.
- **Service Area:** Operated in 50 states, is statewide in 40 states (not including Colorado).
- **Offerings:** Concierge service for seniors -- if they do not have a smartphone a Lyft can be ordered for them via computer by the senior, a hospital or another third party. Lyft Line -- a form of shared rides where passengers traveling in the same direction share a vehicle. Lyft is accessible to those who are blind or have low vision through in-app tools accessible to those who are deaf or hard of hearing. Lyft is also accessible to deaf or hard of hearing drivers. The Lyft Amp offers enhanced features for the deaf and hard of hearing community. All Lyft vehicles can accommodate folding wheelchairs and in some jurisdictions passengers are connected to providers who can provide a variety of power wheelchair accessible vehicles. Lyft drivers are

required to accept service animals. Safe rides are provided for intoxicated drivers program partnership with CDOT. Scheduled rides can be made up to seven days in advance. There is pilot for last/first mile in Centennial and Boulder areas.

Mountain Community Senior Services

- **About:** MCSS provides free transportation to seniors, 60 years or older who live in our service area, to specific social gatherings as well as medical and other necessary appointments.
- **Service Area:** Gleneagle, Tri-Lakes, and NW El Paso. Transportation to Colorado Springs only offered for medical appts.
- **Offerings:** Phone 719-488-0076. Hours: Monday–Thursday 9 am–4 pm. Not wheelchair accessible. \$10 suggested donation, varies by distance. For riders 60+ years old; Medicaid 1 week.

Mountain Metropolitan Transit

- **About:** City Transit Services Division in Colorado Springs. Delivered 3.4 million rides in 2016. MMT provides ADA rides and partially funds selected non-profit organizations to provide additional transportation for people with disabilities. Funds other agencies that provide specialized transportation for disabled and senior populations, i.e. Silver Key; Amblicab; Fountain Valley Transit.
- **Service Area:** Colorado Springs area
- **Offerings:** Phone 719-385-7433. Hours: Monday–Friday, 5:30 am–9:45 pm; Sat, 6:30 am–6:45 pm; Sun, 7:30 am–5:45 pm. Wheelchair accessible. \$1.75 (reduced fare pass \$0.85 for youth 6–18, seniors 60+, Medicaid/disabled). Multi-trip discount tickets available. Specialized rides offered via Metro Mobility for disabled population of El Paso county. Once the call center is up then rides can be coordinated with Teller County. One Ride (my1ride.com) is in the process of launching. MMT ADA trips can be made/reserved via telephone or online. New Mobility Management effort in Colorado Springs (4 non-profit providers); dispatch co-located at Mountain Metro offices. MMT launched partnership with Google to provide realtime online bus trip information.

Metro Mobility

- **About:** Mountain Metro Mobility is MMT’s ADA paratransit provided for individuals who, because of their disability, are unable to use Mountain Metro fixed-route bus service. Riders must have a disability that prevents them from using Mountain Metro Transit fixed-route bus service some or all of the time.
- **Service Area:** Colorado Springs. MMT Fixed Route area.
- **Offerings:** Phone 719-392-2396. Hours: Monday–Friday 5:30 am–9:45 pm ; Sat, 6:30 am–6:45 pm; Sun, 7:30 am–5:45 pm. Wheelchair accessible. \$3.50. ADA Paratransit Certified and Metro Mobility ID card.

Pikes Peak Cab

- **About:** Public Utilities Commission authority to operate in El Paso county. Provide taxi service to and from the Colorado Springs airport to Denver International airport and from all points in the El Paso county region to all cities and counties in Colorado.
- **Service Area:** Colorado Springs and El Paso County
- **Offerings:** 24 hours a day, 7 days a week

Rocky Mountain Health Care Services - HealthRide

- **About:** HealthRide provides non-emergent transportation for individuals who need a ride to and from medical appointments.
- **Service Area:** El Paso and Teller Counties
- **Offerings:** 719-623-1170, Program only offered to those who are current participants in the Rocky Mountain PACE and BrainCare programs.

Silver Key Senior Services

- **About:** Silver Key's Transportation Department provides door-through-door ADA accessible transportation for medical appointments, shopping, group meals, social activities, recreation trips, and more. Recurring daily, weekly, or monthly rides can be scheduled upon request.
- **Service Area:** Colorado Springs area
- **Offerings:** Phone 719-884-2380. Hours: Monday–Friday; 8:30 am–4 pm. Wheelchair accessible. \$3.50 Suggested donation. For riders 60+ years old; ADA-certified and Metro Mobility ID card

Spring Cab

- **About:** Public Utilities Commission authority to operate in El Paso county. Has credit and debit card access, along with a state-of-the-art computer assisted dispatch system.
- **Service Area:** Colorado Springs
- **Offerings:** Online or phone reservations

Teller Cab

- **About:** Public Utilities Commission authority to operate in El Paso and Teller counties.
- **Service Area:** Teller County and The Ute Pass area
- **Offerings:** Teller Cab can provide rides to and from doctor appointments for Medicaid clients that qualify. For more information call 719-687-8222.

Teller Senior Coalition

- **About:** Provides demand responsive, door-to-door and door-through-door, wheelchair accessible transportation service that helps facilitate independence and reduce isolation. Transportation is provided for medical/dental appointments, grocery shopping, nutrition site, employment/education, recreation and socialization. TSC also provides fixed-route bus service that connects with Cripple Creek Transit.
- **Service Area:** Teller County. Only medical transportation to Colorado Springs.
- **Offerings:** Phone 719-687-0256. Hours: Monday–Friday 7:30 am–3:30 pm. Wheelchair accessible. \$5 suggested donation, varies by distance. For riders 60+ years old and low-income disabled citizens; Medicaid 48 hrs.

Uber

- **About:** Regulated by Public Utilities Commission. Drivers are covered by commercial insurance. Uber Technologies Inc. is a global transportation technology company headquartered in San Francisco, California, United States, operating in 633 cities worldwide.
- **Service Area:** Available anywhere in the state with cell phone coverage. Service depends on driver availability as well.
- **Offerings:** Provides upfront fare to rider. Service animals permitted. Voiceover/iOS and talk back on Android, everything in the app is visual, no audio component needed; no wheelchair accessible vehicles; Pilots going for wheelchair accessible vehicles (looking at who to partner

with); In Chicago and NYC they do point them to wheelchair accessible providers; pilots for first / last mile in other geographies; pilot in Lone Tree to increase utilization of existing transportation assets; UberCENTRAL for use as central dispatch, good for riders without smartphones.

ZTrip/Yellow Cab

- **About:** Yellow cab becoming ZTrip. Expansion into Teller County targeted in the future.
- **Service Area:** Public Utilities Commission authority to operate in El Paso and Teller counties. Contract with Metro Mobility for peak use overflow and “taxi option.” There is service to rural areas.
- **Offerings:** Four wheelchair vans; app available for booking of trips (Taxi Butler). Call center at 719.777.7777. Average cost of a ride is \$16.50/ride (no extra for wheelchair).

IV. Possible Transportation Solutions

Technological and transportation business solutions that could increase transportation access for persons with disabilities. The solutions outlined in this section could apply to various stakeholders. The recommendations in Section VI are specific to the Colorado General Assembly.

El Paso County

Issue 1: Connectivity of Transportation Service Availability

- Limited service hours for both Mountain Metro fixed-route and Metro Mobility paratransit.
 - Half of weekday bus routes operate on 60-minute frequencies, half operate on weekday evenings, and the ADA service operates within ¼ mile of a bus route during the same days and times as that route.
- Limited service areas for both fixed-route and paratransit.
 - Mountain Metro Transit and Metro Mobility service 59% of the Colorado Springs urbanized area.
 - Nonprofit Human Service Providers (HSPs) have different service area boundaries and requirements for riders. Amblicab and Fountain Valley Senior Senior Citizens Program can transport throughout the county.
 - Key areas of Colorado Springs that currently have limited transportation include Memorial North Hospital, St. Francis Medical Center, Colorado Springs Airport, and the Powers corridor.
- Limited Wheelchair Accessible Vehicles (WAVs): Ztrip, in partnership with Mountain Metro Mobility, has 6 WAVs in service. Option to reserve a WAV through Ztrip separate from Metro Mobility, however these vehicles may be already in use. Other HSPs have WAVs that are utilized daily during business hours.
- Rural communities’ ADA transportation: connectivity outside of the city of Colorado Springs, as well as between cities, can be challenging.
 - ADA transportation for rural communities such as Black Forest, Calhan, Cascade, Falcon, Monument, and Peyton is limited beyond Amblicab and Fountain Valley Senior Citizens Program. However, Amblicab primarily services the city of Colorado Springs. This is due to cost and available drivers- each ride is the same cost, no matter the mileage. It is not always financially feasible to service these areas well.

Possible Solutions Identified

- Voucher system similar to Wyoming’s model: The Wyoming Independent Living Rehabilitation (WILR) Center has administered a successful voucher program using the checkbook model for more than four years. The program serves 13 counties in the eastern half of Wyoming with an overall population of almost 325,000 people. Customers meet with a staff coordinator to complete a mileage plan that defines the number of miles each customer will be allowed per quarter and annually based on the customer’s average monthly travel. Customers can receive up to 2,000 miles of transportation per year or 500 per quarter. WILR has negotiated a per mile rate for volunteer drivers, taxi, human service transportation providers, and transit providers. By knowing the number of miles a participant can use per year and the associated transportation rates, the program is able to estimate annual transportation costs.
- Incentivize disability services for private companies such as Uber and Lyft via bonuses, recognitions, and highlighting drivers who provide accessible services.
- Organizations and private companies share drivers during non-peak hours to utilize WAVs and other vehicles that aren’t being used.
Examples: HSPs that don’t run during evening hours, MMT’s VanPool vehicles.
- Incentivize transit-oriented, walkable, and bikeable city development.
- Implement a pilot program utilizing public/private partnerships similar to Uber and Lyft’s pilot programs (i.e. UberAssist, Lyft Concierge, etc.).
- Encourage HSPs to implement volunteer driver programs.
- Extend the reach of geographically-constrained transportation providers by coordinating connections between providers.

Issue 2: Funding for Service

- Mountain Metro Transit’s 2017 operating budget is \$22.7 million annually. This includes \$4.5 million from federal. \$5.7 million from the city of Colorado Springs, \$8.8 million from Pikes Peak Rural Transportation Authority (PPRTA), and \$3.7 million from fares and advertising.
- 35% of the operating budget services paratransit but accounts for only 6% of rides.
- Limited political will to prioritize public transportation service over other infrastructure needs.

Comparison of Peer Cities’ Budgets

City and Year of Info	Fixed-Route Operating Budget	Fixed-Route Ridership	Budget Per Ridership	Paratransit Operating Budget	Paratransit Ridership	Budget Per Ridership
Colorado Springs, CO (2016)	\$11,539,030	3,120,334	\$3.70	\$6,609,743	201,338	\$32.83
Denver, CO (2015)	\$477,307,487	104,291,383	\$4.56	\$42,365,000	886,082	\$47.81
Albuquerque, NM (2016)	\$47,622,000	11,422,932	\$4.17	\$ 8,376,126	258,219	\$32.44
Austin, TX (2016)	\$120,884,448	25,000,000	\$4.84	\$30,047,781	700,000	\$42.93
Salt Lake City, UT (2015)	\$82,813,407	19,721,038	\$4.20	\$19,672,410	391,428	\$50.26

Possible Solutions Identified

- Future increase in funding should be allocated for both fixed-route and ADA transportation, as increases to the fixed-route make the entire system more attractive and viable, and increase choice ridership.
- Pursue grants for pilot programs and/or service improvements such as the Colorado Springs Health Foundation. Implement a payment strategy based on mileage to incentivize more rural transportation, not based on hourly wage. Boundaries should not be limited to service areas, rather all service providers could service county boundaries. Statewide funding for alternative transportation in rural counties should be considered. Third-party one-time voucher systems as a last resort (example- peak vista). Round up and donate option for transportation for PWDs throughout all agencies.

Issue 3: Leadership & Coordination Efforts

- A mobility manager was funded through Mountain Metropolitan Transit via the City of Colorado Springs beginning in 2018; previous to this position, there had not been a mobility manager in the region since 2015. A large part of the incoming mobility manager's role will be to coordinate services and agencies within the City of Colorado Springs' new Joint Reservation and scheduling Center, though there are many opportunities for service coordination and efficiencies in addition to the Joint Reservation and scheduling Center.

Possible Solutions Identified

- Fund a Mobility Management position to coordinate travel training and information sharing, and collaborate with all transit agencies and the new OneRide call center and website.
- Mobility Manager should specifically focus on joint maintenance, insurance, and procurement, which was also a need identified in the region's 2040 Long Range Transportation Plan.

Issue 4: Physical Infrastructure & Accessibility

- No sidewalks or curb cuts, broken cement, overgrown weeds and trees, etc. prevent pedestrian access to bus stops or businesses.
- Large, busy, and seemingly dangerous intersections prevent access to bus stops or businesses.
- Accessible Pedestrian Signals (APS) at only 72 intersections in Colorado Springs. Most need to be replaced due to new ADA requirements. Funding for about 10 APS per year.
- Accessibility issues discourage capable fixed-route riders from using the system, instead relying on paratransit services
- Requests through the City of Colorado Springs' brand-new online ADA Accommodations Request system may not be filled in a timely manner due to availability of resources
- Funding for ADA accommodations within the City of Colorado Springs comes from different pots of money. Some ADA accommodations are not separately budgeted and come out of general funds. Oftentimes the budget does not meet the demand. For example, the city can only afford 8 APS improvements in 2017. MMT has used federal 5307 and 5310 funding.

Possible Solutions Identified

- Feeder busses to transport PWDs from the bus stop to their destination, whether this is in partnership with rideshare companies or not.

- Host Information-gathering Summit for all municipalities to gather information on ADA infrastructure issues. Based on this baseline data, allocate additional funds specifically for ADA accommodations.
- Increase code enforcement staff (1 currently). Encourage HOAs to consider code enforcement-type topics so there's no duplication with city code enforcement staff.
- Ensure that available funding sources within city departments are sufficient to meet requests for ADA barrier removal requests in all areas.

Issue 5: Information Access & Communication Infrastructure

- There are limited marketing efforts ongoing for services.
- Most riders are unaware of OneRide (collaboration between Mountain Metro Transit, Amblicab, Community Intersections, Fountain Valley Senior Center and Silver Key) which launched in August 2017.
- Marketing efforts for transportation funding are also limited. For example, many people are unaware that they can use Medicare to pay for rides to medical appointments.

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Possible Solutions Identified

- Create a guide similar to DRMAC's "Getting There Guide" and "Transit Options" website to help users understand how to access their transportation options. The website should be an interactive guide that is user-friendly for older adults and people with disabilities, both physical and developmental.
- Increase marketing resources for transit service providers to better reach their audiences, including funding options. Encourage ads on the side of busses for services.
- Mobility Manager to coordinate marketing efforts.
- OneRide should include one ticket, not specific passes for each transportation company. MMT is studying the possibility of implementing one ticket for different funding sources.
- Using Transit Options as a model to implement where the user plugs in their demographics and a list of possible rides is populated.
- Increase vanpool marketing and user awareness.

Teller County

Issue 1: Connectivity of Transportation Service Availability

- Limited cell and broadband coverage. See attachment: Teller County Tower Site Inventory Map.
- Limited cell service, emergency and regular communication limited in rural areas.
- Limited high-speed internet
- Rural isolation
- Inability to access web doctors such as Telehealth

Possible Solutions Identified

- Teller County needs the infrastructure support and funding to provide broadband and cell coverage for the disabled and elderly residents that reside in rural Teller County. There is an initiative in process to establish additional infrastructure support; however, more assistance is required.
- Funding is needed for broadband deployment throughout Teller County. Currently, there is an initiative to run broadband up Ute Pass that terminates in Woodland Park. We are requesting that this broadband deployment project extend beyond Woodland Park into rural Teller County.

Issue 3: Physical Infrastructure & Accessibility

- Limited Public accessibility. Limited sidewalks on side streets, connecting residential to commercial
- Curb cuts not good for wheelchairs
- Communication challenges for the deaf

Possible Solutions Identified

- Upgrade accessibility infrastructure. Provide funding for additional sidewalks or repair existing sidewalks.
 - The City of Woodland Park needs approximately 16 miles of sidewalks to connect the disabled population to activity centers within the region.
 - The City of Cripple Creek needs approximately 6 miles of sidewalks to connect the disabled population.
 - The City of Victor needs approximately 3 miles of sidewalks to connect the disabled population.
 - Walking trails in Woodland Park need to be resurfaced and finished to provide access for the disabled population. Approximately 12 miles of existing paved trails within Woodland Park / Teller County need resurfacing or attention.
- Provide resources and funding for the required equipment and training including deaf riders

Issue 4: Information Access & Communication Infrastructure

- Real-time communication
- Lack of proper resources to learn about options and easily available transit information

Possible Solutions Identified

- Provide the resources for a Mobility Manager (MM) position within Teller County. MM would provide travel training to the disabled population. MM would assist all transit agencies and government entities in providing a one stop website for transit information.
- Establish a central trip scheduling and planning center/website. Provide mobile apps to improve communication.
- Establish UHF/VHF communications with existing transit agencies.
- Address emergency management specific to PWDs: It is recommended that additional funding be allocated to allow for better communications with PWDs.

Issue 5: Funding for Service

- Lack of a regular public schedule between southern and northern Teller County
- Lack of a daily service from Teller County to El Paso County
- Transit service not available in all areas
- Public service is limited
- Lack of benches, covered shelters at stops (Woodland Park)

Possible Solutions Identified

- Provide the resources for a Mobility Manager (MM) position within Teller County. MM would coordinate funding sources to ensure adequate funding to provide service within Teller County and surrounding isolated communities such as Lake George, including benches and sheltered areas for stops
- Encourage local governments to increase transportation service funding in their annual budgets or identify and apply for relevant grants

Issue 6: Leadership & Coordination Efforts

- No “parent organization” for transit in Teller County
- Mobility Manager for Teller County and the surrounding region not funded in FY 18/19. Next grant cycle application will be in 2020.

Possible Solutions Identified

- Pursue funding for a Mobility Manager (MM) position within Teller County. MM to coordinate efforts with Local Transit Coordinating Council and transit agencies. The next round of grant applications for FTA 5310 Mobility Management funds is not until 2019, with funding available in 2020. This provides the LCC with the opportunity to develop a plan to actively pursue funding for a mobility manager position. Identify the lead agency for the Mobility Manager position.
- Teller County Government would be the logical choice to serve as the lead agency for mobility management and coordination efforts, however the County has made a strategic decision not to provide transportation services. There are other agencies within the LCC that include the City of Cripple Creek, Teller Senior Coalition, and Community of Caring that are well positioned for this role. Each has advantages and disadvantages and the LCC should ferret out the agency that has the organizational capacity, flexibility, and leadership that is needed and is willing to take on this responsibility.
- Develop a list of duties and responsibilities for the mobility manager position that result in a job description that suits the objectives of the LCC. Establish local match and support. Financial commitments from local governments, organizations and citizens show funders that the LCC is a viable entity with serious aspirations of improving area mobility.

Transportation Solutions with State-Wide Applicability in Counties & Communities

1. Create A One-Call, One-Click Center

Develop a one-call, one-click center to improve mobility management, coordination of service options, and helps citizens learn about and utilize transportation options in one central place.

- a. Centralized reservation and scheduling: Centralized reservation and scheduling is a common strategy that allows for increased efficiency as the trips of participating agencies are all reserved and managed through a single point of contact, reducing staff, technology, and infrastructure overhead.
- b. Concierge service where the reservations can be made for them
 1. Lyft both have a concierge portal that could be used for reservations for those easily already for this
 2. You can better fill vehicles and rideshare if you have advanced reservations; instead of just single day reservation
 3. Have multiple providers combine on one trip to get someone door to door
- c. Better Fleet Tracking
 1. Fleets/vehicles to be tracked for where they are and how many riders on each vehicle, etc. (Route Match does this, but it’s not as detailed as it needs to be)
 2. Improved/enhanced reservation and scheduling software to improve efficiency and shorten wait/lead times.
 3. Fleetwide AVL for real time dispatching and passenger pick-up. A user app could be developed.

2. Improve Marketing & Distribution of Transportation Information

- a. Consider “one look-one feel” for all transit services. With transit service visibility and awareness low, the providers might consider a one look-one feel branding scenario that could simplify schedules and connections. This could be in the form of standardizing the branding, look, and feel of bus schedules or extended to include buses, letterhead, and logos.
- b. Combine marketing efforts. Area providers could pool staff, production, purchasing, vendor procurement, and other marketing efforts to gain maximum benefit. This type of pooling of resources could lead to lower unit costs for marketing and promotional efforts as well as provide participating agencies with an increased awareness of all area services.
- c. Stock all agency transportation information among providers and agencies. This simple strategy involves stocking transportation provider information and schedules at all agencies providing service or who have clients who may use public or specialized transportation. With most affected agencies carrying brochures and schedules of transit providers, general distribution will increase, thereby increasing overall awareness.
- d. More emphasis on transportation on existing websites. A simple mechanism for improving transit visibility is to place a greater emphasis on transportation services on the existing government and agency websites, though this action does incur some cost to the owner of the website.
- e. The No Wrong Door initiative will provide person-centered options counseling while reviewing all available services. NWD staff will refer people to organizations that will assist with transportation throughout their community regardless of payer source. It will find out what the person wants and needs and allow for them to decide what works best for that person with all available options.

3. Technology Coordination

- a. Trip planning software/Google Transit Partner Program. Google Maps has a transit tool that allows passengers to access available services between major destinations. This tool can integrate transit stop, route, schedule, and fare information to make trip planning quick and easy. With a user-friendly process, upload data on fixed route services (routes, schedules, stops). A person with limited technical skills can provide the information feed used by trip planners and other mobile applications. Accessing this tool is inexpensive or free, although it takes some staff time to keep information updated. It is recommended to have all area transportation providers input basic information into the system, or one system to input information for all services.
- b. Include PWD options/information in Google Maps
- c. Provider cross listing at point of use: crosslist options between providers. If Uber/Lyft do not have wheelchair accessible vehicles then point them over to Yellow Cab, as an example. Cross listing already exists now between Lyft/Google on Google Maps and Uber is working towards this capacity.

4. Travel Training

Travel training is considered an eligible expense under FTA 5310 Mobility Management funding. Travel training programs allow people who would otherwise not use transit services to experience them firsthand and learn to use them. Travel training programs have been successful nationwide in increasing transit ridership, reducing the need for specialized transportation, and breaking awareness barriers.

- a. Programming/tech assistance in smart phone app set-up/access: blind, deaf, other
 - b. Using the system in general (including a call center)
 - c. One-on-one, hands-on training
 - d. Wizard/Getting There Guide (DRMAC transit options.org)
5. Improve City Design Planning
 Improve city design to proactively serve older and disabled populations, including better walkability/bikeability and transit-oriented development. Walkscore.com can be referenced for more information.
6. Develop Carpool & Rideshare Programs
 Study findings indicate that there is good potential to provide transportation services to commuters within and between El Paso and Teller counties. One approach to serving commuters is a carpool or rideshare program. These programs are low in cost to operate. Transportation network companies are now targeting rural settings.

V. Funding Source Availability

Determine what existing funding sources, if any, including federal, state, or local government grants or for-profit or nonprofit grants, could be leveraged to improve transportation to PWD

Federal Transit Administration (FTA) 5310	Discretionary funding program for capital and operating needs by private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state’s share of population for these groups of people.
FTA 5339	Funding program exclusively for capital projects to replace, rehabilitate, and purchase buses and bus-related equipment, and to construct bus-related facilities.
FTA 5304	Provides funding and procedural requirements for multimodal transportation planning in metropolitan areas and states. Planning needs to be cooperative, continuous, and comprehensive, resulting in long-range plans and short-range programs reflecting transportation investment priorities
FTA 5307	Funding program for capital and operating expenditure needs. Distribution formula based on a combination of service parameters and population.
City of Colorado Springs	Annual City general funds provided to fund Mountain Metro’s operations and expansion. Vehicle farebox and advertising revenues to fund Mountain Metro’s operations.

Pikes Peak Rural Transportation Authority	Annual capital and operating funding for transit provided based on sales tax revenues generated within the Pikes Peak Rural Transportation Authority (PPRTA) tax district. Ten percent of the total PPRTA budget is allocated for fixed-route and specialized transit operations. Fifty-five percent of the budget is allocated to a defined list of transportation capital expenditures, including vehicle replacement, pedestrian and cycling improvements; all capital projects were specifically defined on the voter-approved ballot.
FASTER - Local	State funding program to maintain transportation capital needs including local transit systems.
FASTER - Statewide Funding Pool	Statewide competitive capital pool allocation eligible for transit capital funding. (e.g. for fiscal year 2015, CDOT approved funding for vanpool vehicle replacements).
Community Development Block Grant (CDBG) Funding	Local entities can apply for federal funding to provide public services; projects that are specifically designed to increase economic opportunities through job training and placement and other related support services, such as child care and transportation, are eligible for funding.
Medicaid (HCBS and Basic State Plan Medicaid)	Non-Emergent Medical Transportation (NEMT) is transportation to and from covered non-emergency medical appointments or services, and is only available when a Health First Colorado (Colorado's Medicaid Program) member has no other means of transportation. Home- and Community-Based Services (HCBS) are types of person-centered care delivered in the home and community and are funded by a state plan or a federal waiver; those services can include transportation
Title III - Older Americans Act	Title III provides for formula grants to state agencies on aging, under approved state plans, to stimulate the development or enhancement of comprehensive and coordinated community-based systems resulting in a continuum of services to older persons with special emphasis on older individuals with the greatest economic or social need, with particular attention to low-income minority individuals. These grants are widely used to support transportation programs
Older Coloradans Act	Services for older adults (60 and older) and individuals with disabilities not covered by Medicaid, including nutrition, transportation, in-home, community-based care, caregiver support and legal assistance.
City of Cripple Creek	Annual city general funds provided to fund transportation services to the City of Victor and Woodland Park.

VI. Legislative Recommendations

As appropriate, make legislative recommendations to the general assembly. Section IV and V outline the specific issues, solutions and funding for El Paso and Teller County and could apply to various stakeholders. These recommendations below are specific to the Colorado General Assembly.

Teller County Legislative Recommendations

1. Broadband Coverage

Gaps in broadband coverage exist across the county. Provide adequate funding, resources and infrastructure support to enhance the broadband coverage within Teller County.

2. Network Coverage

Cell phone dead spot issues. Work with cellular network providers and area agencies involved with communications to enhance Teller County's network coverage. Dead spots in the county complicate emergency responses, bus operations safety and security, and GPS and other systems.

El Paso County Legislative Recommendations

1. Voucher System

Similar to the Wyoming Independent Living Rehabilitation (WILR) Center's program, it is recommended that Colorado administer a voucher system program. The program would serve El Paso and Teller county, and customers would meet with a staff coordinator to complete a mileage plan that defines the number of miles each customer will be allowed per quarter and annually based on the customer's average monthly travel. The program would negotiate a per mile rate for volunteer drivers, taxi, human service transportation providers, and transit providers. Eligible participants use assigned checks for the payment of fees or reimbursement of mileage to transportation providers, who then submit the check to WILR for reimbursement. An eligible participant can use the check in a variety of ways, including defraying the costs of a ride provided by a friend, co-worker, neighbor, volunteer or a public provider. Participants in the Transportation Check Program are responsible for organizing and securing the rides they need.

2. Pilot Program

Provide additional funds to develop and implement a public/private partnership pilot program, where rides would be requested via the current OneRide program and eligible rides would be dispatched via a Transportation Network Company provider. A Request for Proposals would be based off of models provided by the GoCentennial pilot project and Developmental Pathways; \$400,000 in funding was made available via the Southeast Public Metropolitan Improvement District and the City of Centennial and had several operational partners. The RFP would ensure that the identified Transportation Network Company would be able to accept Medicaid, have WAVs available and train drivers in safety and cultural competency working with people with disabilities. As an initial pilot, specific geographic areas would be identified where the connection from current public transportation services to destinations (first and last mile connections) would be improved.

General Legislative Recommendations

1. Increase Funding for Public Transportation Services

- Index the Funding Advancements for Surface Transportation and Economic Recovery (FASTER) Transit Grants program to expand with the state's growth in vehicle registrations. FASTER is a set dollar amount at \$15 million; it should be based on a percentage rather than a fixed amount to better serve Coloradans.
- As statewide transportation funding sources are considered in future legislative sessions, the Colorado General Assembly ensures that multimodal transportation needs are included as a significant percentage of funding, based off of statewide project priorities developed by CDOT's Transit and Rail Division. Of the portion allocated to multimodal transportation, a percentage should be allocated to rural communities and for transportation infrastructure to improve access for persons with disabilities.

2. Medicaid Waiver Transportation Rates & Restrictions

- Allow for additional funding to increase the mileage band rate(s) to make it more feasible for providers to offer rides covered through the waivers. This should increase the capacity for current transportation providers as well as open opportunities for new transportation providers.
- Additional funding to increase the number of transportation units (rides) to allow more opportunities for people to access their communities. This change would also increase the need for rides, potentially creating a larger, steady transportation client pool on which businesses can rely in their business plans.
- Currently, Non-Medical Transportation services are available through the HCBS waivers to enable individuals to access community services and resources. The Non-Medical Transportation services are too limited, and the reimbursement rates for mileage bands do not cover the costs to transportation providers. Regulations and rates that limit provision of services could be changed to allow for innovative and more cost-efficient transportation options. This could be done with a study and examination of allowing for additional provider types, such as TNCs, community or transit district buses, and/or participant directed models of transportation within Medicaid.

3. Statewide Mobility Management

- Provide additional funds to establish a statewide mobility management position to identify and operationalize best practices in mobility management, identify opportunities to reduce jurisdictional barriers, blend waiver funding and long term support services, coordinate regional mobility management efforts and champion pilot projects.

VII. Pilot Project

May recommend that the Executive Director of CDLE enter into a demonstration contract/pilot project

It was determined that given the scope of the bill's deliverables there was insufficient time to develop a pilot project. As discussed in Section VI, the Colorado General Assembly should address the recommendations as next steps.

VIII. Barriers Identified

What legal barriers or other barriers, if any, might hinder implementation of possible business and technology solutions and how those barriers could be removed to better meet the transportation needs of PWD

Barriers are summarized below, with potential solutions covered in Section IV – Possible Transportation Solutions and Section VI – Legislative Recommendations.

A Focal Point for Solutions

The forum created by SB17-011 spent a significant portion of its available time convening stakeholder groups to identify gaps in transportation needs and then understanding currently available transportation resources. It became apparent that both issues and solutions are well understood by the communities and the transportation providers, and providers are already implementing many solutions; but what was missing is a focal point to ensure a programmatic focus on addressing the full scope of transportation needs for PWD.

Funding

The range of solutions to be tested and/or implemented is likely to exceed available funds. The forum identified a range of existing funding sources but lacked sufficient time or resources to conduct an independent analysis. Recommendations made relative to funding were based solely on the experience and knowledge of the forum membership.

Payment Options for Transportation Users

The Department of Health Care Policy and Financing should work to determine how to make payment more flexible for various provider types rendering transportation services. This work should be conducted through the No-Wrong Door pilot to allow for better options counseling to People with Disabilities to have them be aware of and understand how to access all services, not just ones available through Medicaid.

Consolidated Transportation Provider Information

Depending on the community, there are often a number different transportation providers with a variety of service parameters and supporting trip planning tools. However, resources to consolidate and disperse this information are limited, thereby reducing the effective utilization of transportation options for PWD already in place.

Awareness & Education for Transportation Users

The diversity of transportation services and technology options for sourcing and planning travel make awareness, education and use a complex process. Centralized and coordinated marketing and travel training programs allow people who would otherwise not use transit services to experience them firsthand and learn to use them.

“First Mile – Last Mile” Transportation Alternatives

Even communities with well-developed transportation networks may lack solutions for PWD to travel from their homes to the start of public transportation and then from the transportation stop to their ultimate destination.

Resources for Rural Transportation Needs

- Most rural areas lack the variety of public transportation options available to urban and suburban areas. Limitations in rural broadband and cell network coverage further hinder rural options by reducing accessibility to transportation providers such as Lyft and Uber.
- Lyft contended that driver availability was constrained by Colorado’s medical certification requirements. However, this contention was not supported by the Department of Regulatory Agencies (DORA), which referred to current requirements of drivers providing a transportation service under a Taxi, Medicaid Client Transport (MCT), or Transportation Network Company (TNC) authority to be medically certified.

Safety of PWD

PWD are oftentimes our most vulnerable citizens. Therefore, appropriate safety precautions must be provided across the full range of transportation providers.

Appendix 1: Additional Information

1. 2016-2017 Quality of Life Indicators, Commissioned Pikes Peak United Way
tinyurl.com/2016-2017-Quality-Life
2. 2040 Regional Transportation Plan, City of Colorado Springs Transit Services Division
tinyurl.com/2040-transit-plan
3. 2040 Regional Transportation Plan – Specialized Transportation (Appendix C)
tinyurl.com/2040-appendix-c
4. 2040 Regional Transportation Plan - Specialized Transportation (Figures 3.2 and 3.3)
tinyurl.com/2040-figures
5. Area Agency on Aging: Best Practice for Voucher Systems:
tinyurl.com/AAA-voucher-best-practices
6. City of Cripple Creek Five-Year Transit Development and Coordination Plan
tinyurl.com/cripple-creek-5-year-plan
7. Developmental Pathways: Transportation Research Results
tinyurl.com/developmental-pathways
8. Getting There Guide: A Resource Guide to Transportation Services for the Denver Metro Area
tinyurl.com/getting-there-guide
9. Go Centennial Pilot Program
go.centennialco.gov
10. National Conference of State Legislatures Resources
tinyurl.com/ncsl-resources
11. Statewide Transportation Plan (Colorado Department of Transportation)
coloradotransportationmatters.com
12. Stepping Stones Support Center
steppingstonesupportcenter.com
13. Teller County Five-Year Strategic Transit and Coordinated Transportation Plan
tinyurl.com/teller-5-year-plan
14. Teller County Tower Site Inventory Map
tinyurl.com/teller-tower-site-map

Appendix 2: SB17-011 Transportation Forum Participating Organizations



Amblicab
AspenPointe
City of Cripple Creek
City of Fountain
City of Woodland Park
Colorado Cross Disability Coalition
Colorado Department of Health Care Policy & Financing
Colorado Department of Labor and Employment - Division of Vocational Rehabilitation
Colorado Department of Transportation
Colorado Springs ADA Coordinator
Colorado Springs Airport Advisory Committee
Community Intersections
Community Transit Coalition
Developmental Pathways
Discover Goodwill
Governor's Office of Information Technology
Independent Living Center Consumers
Lyft

Mobility Coordination Committee
Mountain Metropolitan Transit
National Conference of State Legislatures
Persons with Disabilities
PPACG Area Agency on Aging
Public Utilities Commission
Rocky Mountain Health Services
Silver Key
State Rehabilitation Council
Statewide Independent Living Council
Teller Cab
Teller Senior Coalition
The Colorado School for the Deaf and Blind
The Independence Center
The Resource Exchange
Transit Passenger Advisory Committee
Uber
Ztrip