

# New Mobility Initiatives Require Legal & Regulatory Reform

Thinking and Working  
Outside the Box

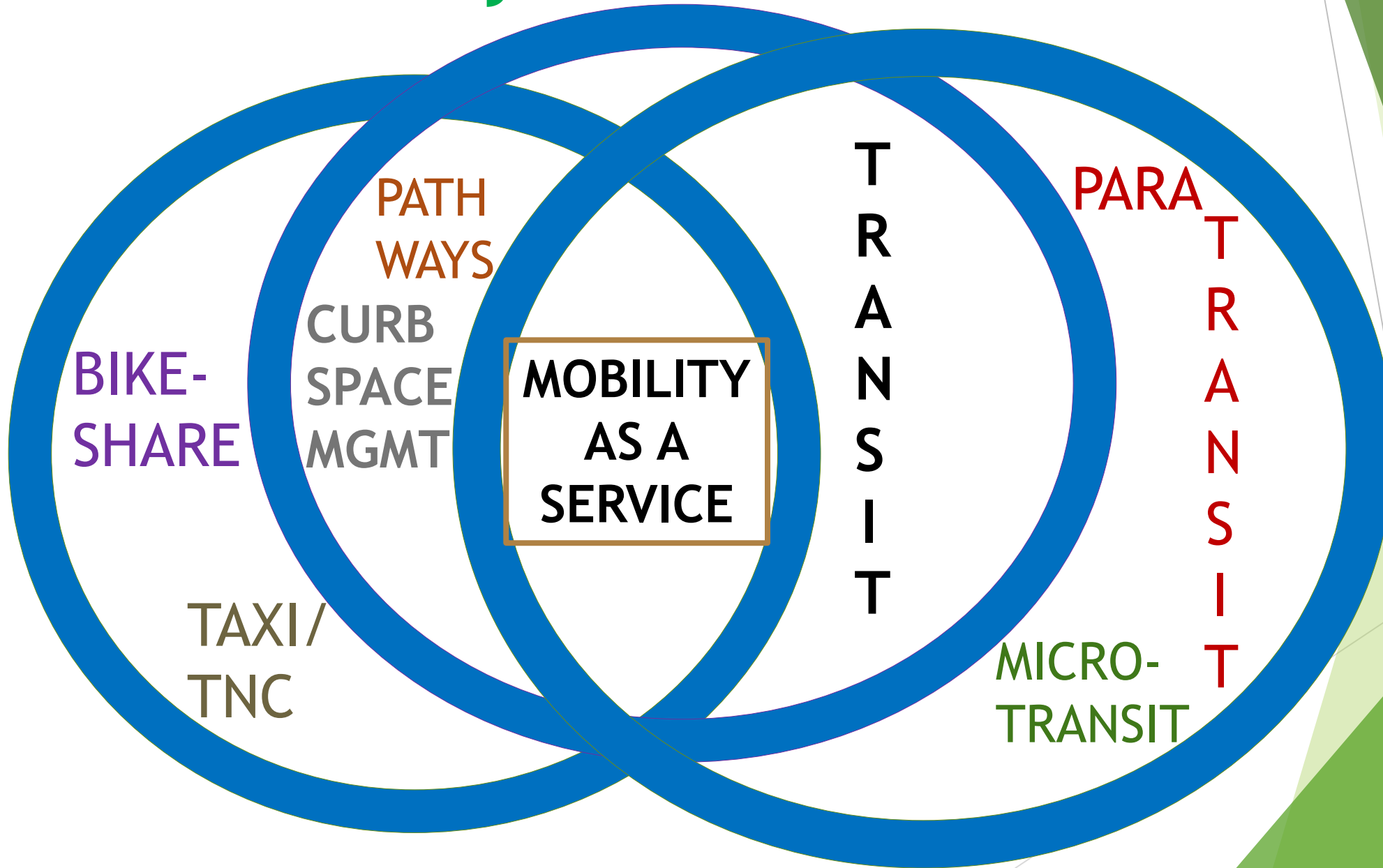
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# Drain the Swamp !

Simplifying  
Mobility Subsidy  
Programs to  
Reduce  
Dependence



# Mobility is Multi-Modal



# Public Interest in Mobility



- ▶ **Safety**
- ▶ **Constituents' Ability to Access Work/School & Activities of Daily Living**
- ▶ **Maintenance, Durability and Sustainability**

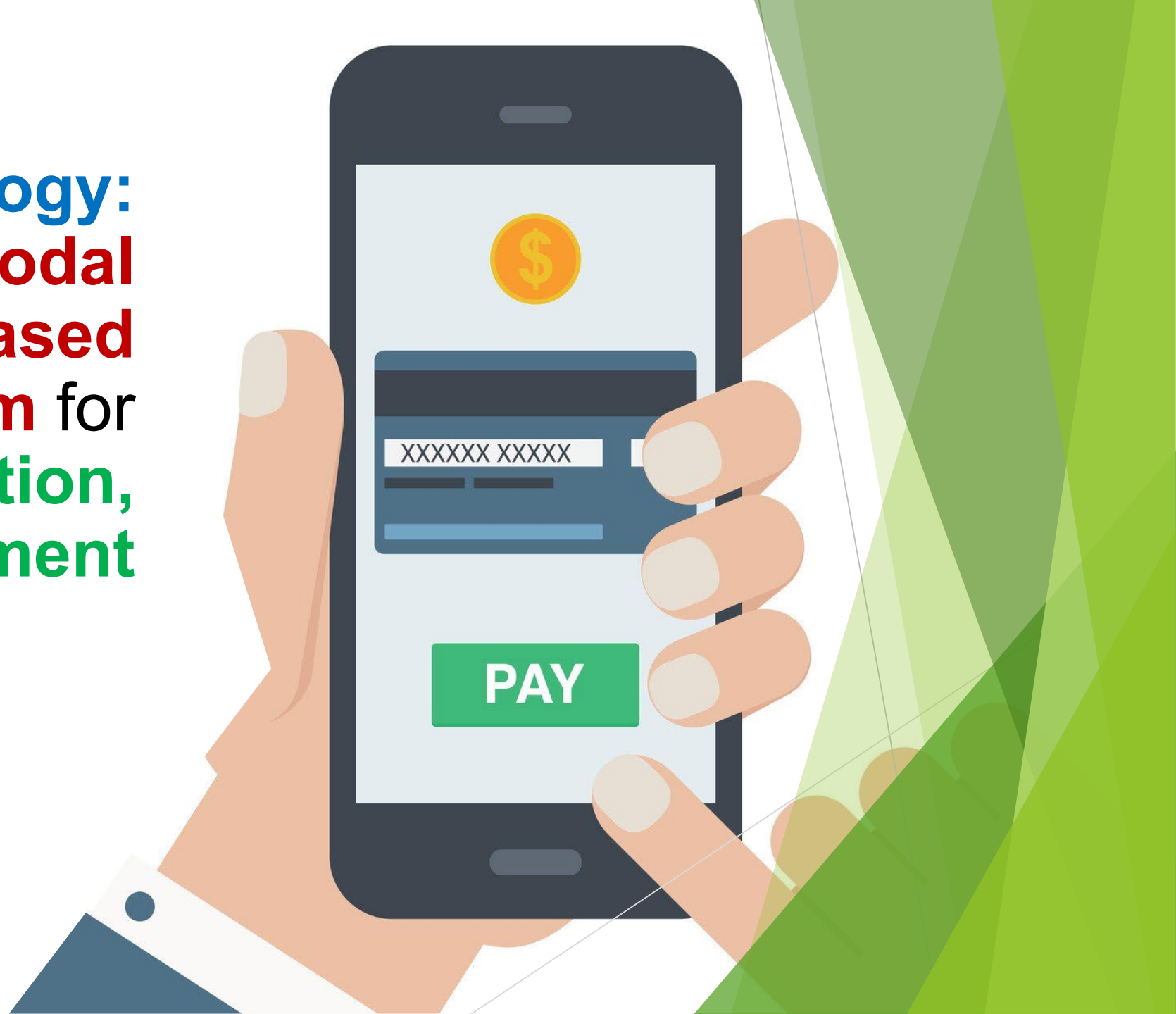
# Equity is a Big Issue in Mobility

Critical Issues in Transportation 2019

Transportation Research Board

- ▶ Nearly **17.5 million workers** live in households that **lack cars** or have more workers in the household than vehicles.
- ▶ Nearly **40 million Americans** have some **form of disability**
- ▶ **Suburban and rural areas** have limited or no public transportation.
- ▶ **The population is aging**

**Methodology:**  
**Single Multi-Modal**  
**Account-Based**  
**Platform** for  
**Information,**  
**Booking & Payment**



# Ownership of at least one Credit Card

<b>Characteristic</b>	<b>Percent</b>
<b><u>Family income</u></b>	
<b>Less than \$40,000</b>	<b>59.5</b>
<b><u>Education</u></b>	
<b>High-school degree or less</b>	<b>67.7</b>
<b>Some college</b>	<b>78.0</b>
<b><u>Race/ethnicity</u></b>	
<b>White, non-Hispanic</b>	<b>83.2</b>
<b>Black, non-Hispanic</b>	<b>63.2</b>
<b>Hispanic</b>	<b>72.6</b>
<b>Overall</b>	<b>79.3</b>

# Debit Card Use

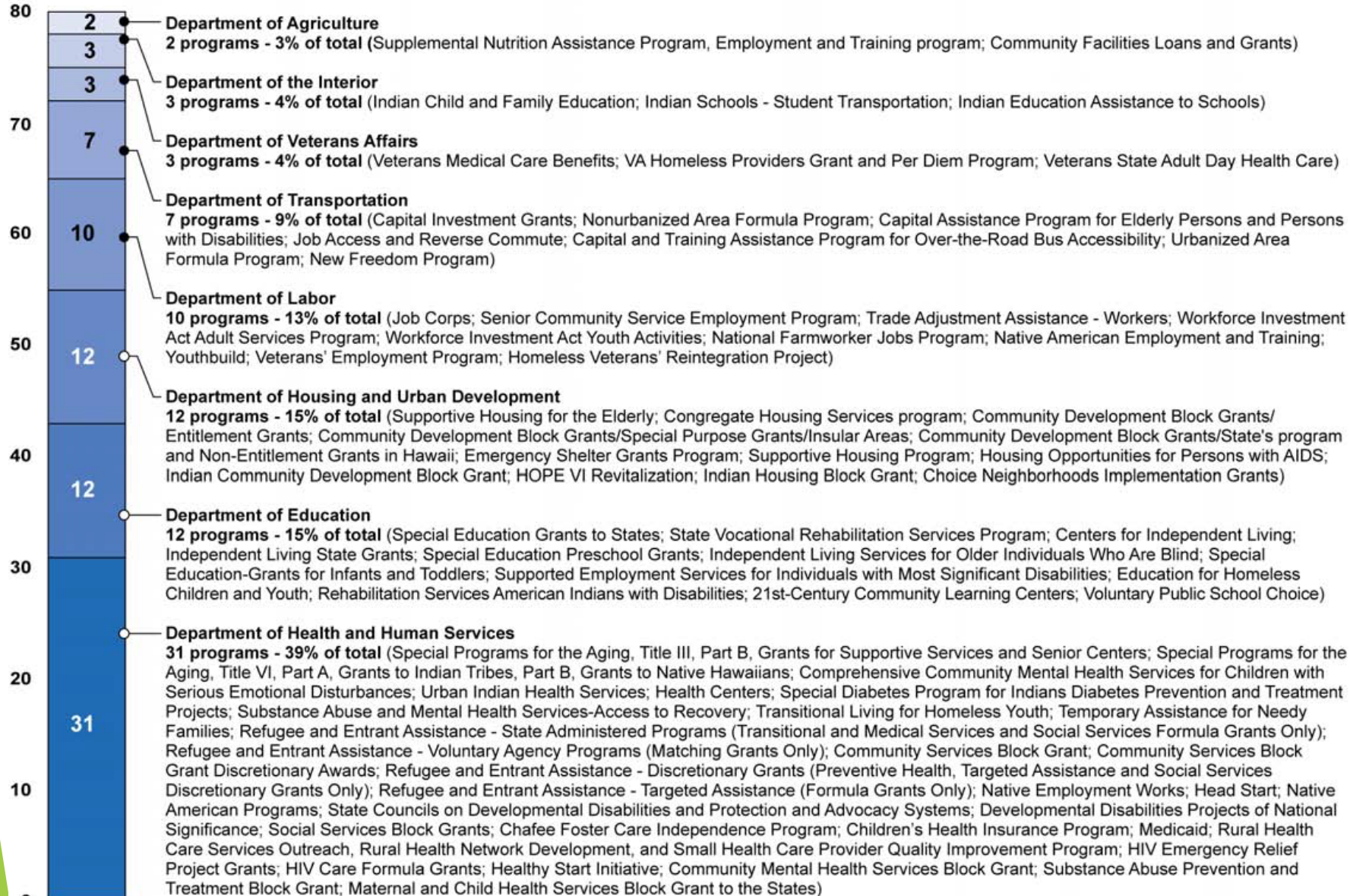
- ▶ Debit cards require a bank account to draw from

	Percent Paying Bills with	
Income	Credit Card	Debit Card
\$0 - \$25,000	22%	30%
\$25,001 - \$50,000	23%	47%



# Federal Programs Subsidizing Rides

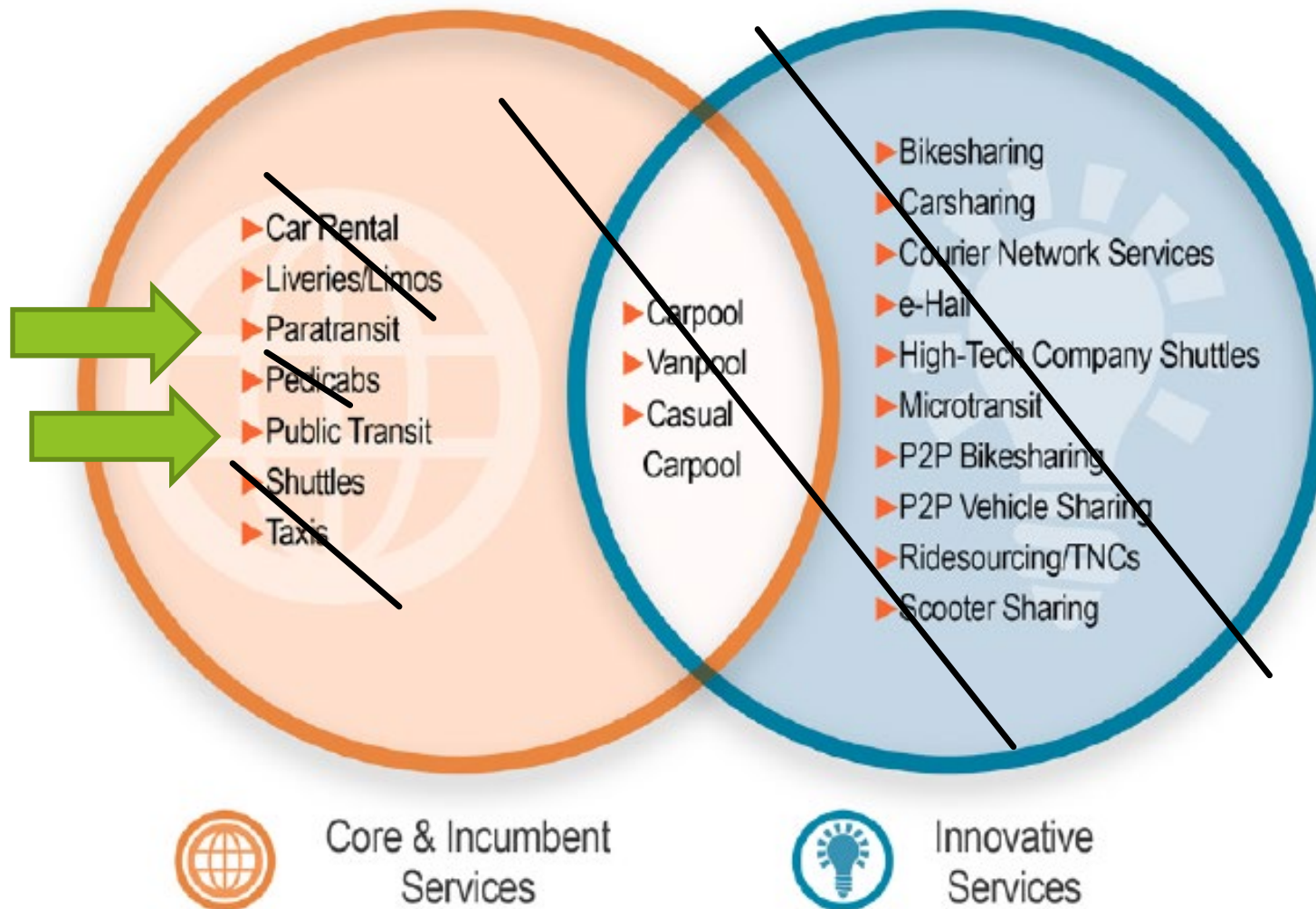
Number of programs (80 total)



# Program-Specific Ride Program Examples

Program	Sponsor or Mandator	Accountability Focus
Non-Emergency Medical Transportation ( <b>NEMT</b> )	Medicaid – DHHS / CMS	Rides to Medicaid-subsidized appointments
Veterans Transportation Service	Veterans Affairs	Rides to VA-subsidized appointments
Public Transit	Federal Transit Admin / USDOT	No Restrictions
ADA Paratransit	Federal Transit Admin / USDOT	Qualifying Riders with Disabilities
Title III-B	Older Americans Act DHHS / Admin on Aging	Senior Transport to Day & Nutrition Programs and Group Shopping

# Modes Currently Aligned with Federal Transport Program Regulations



# How can Subsidy Programs be Changed to Enable Recipients to Choose the Most Efficient Mobility Providers?



# For Riders Who Don't Require Supervision, Why Dictate Who Provides the Rides?



# Mobility Electronic Benefit Transfer (EBT) Card Concept

- **Account-Based**
- **Works like a Debit Card**, if attached to a checking account
- **Works like a Renewable Gift Card**, if Outlets are available to add value with cash
- **Monthly Subsidies can be Credited to the Account**



# Mobility EBT Card

- ▶ One Standard General Structure
- ▶ Expenditures Limited to Vendors  
Committed to Provide Required Data
- ▶ Could partner with MasterCard or Visa  
for existing back-end processing capacity
- ▶ Plenty of Potential Developers -  
Conduent, Cubic, Masabi, Moovit ...

# Reporting Requirements for All Subsidy Programs

- ▶ **1. One Standard Reporting Template**
  - ▶ **Applied to All Mobility Providers Regardless of Mode**



- ▶ **Applied to Each Ride Provider on a Linked Trip**
- ▶ **Applied to NTD Demand-Response Reporting**
- ▶ **NTD Reporting Changes & Clarifications – Regulations.Gov Comments Requested - Due June 10, 2019**



# Reporting Requirements for All Subsidy Programs

- ▶ **2. Basic, Common, Concise & Achievable Data Requirements for Each and All Providers**
  - ▶ **Boardings (time-stamped)**
  - ▶ **Fare per Each Ride Segment**
  - ▶ **# Unduplicated Subsidized Users (Ambulatory separately from WC-User)**
  - ▶ **# Rides/Subsidized User (Ambulatory separately from WC-User)**

# Reporting Requirements for All Subsidy Programs

- ▶ **3. Basic, Common, Concise & Achievable Data Requirements for the Multi-Modal Platform**
  - ▶ # of Rides Booked by Mode & Provider
  - ▶ # of Rides Provided by Mode & Provider
  - ▶ % of Rides Booked that were Provided Without Complaint
  - ▶ % of Rides Booked with On-Time Performance Complaints (Late or No-Shows)
  - ▶ % of Rides Booked with Courtesy Complaints
  - ▶ % of Rides Booked with Incidents/Collisions

# SHOULD WE MAINTAIN OVERLAPPING LEGACY SYSTEMS?



**Veterans  
Hospital  
Rides**



**Senior  
Center  
Rides**



**Grocery  
Rides**



**Non  
Emergency  
Medical  
Rides**



**Job  
Training  
& Rides  
to Work**

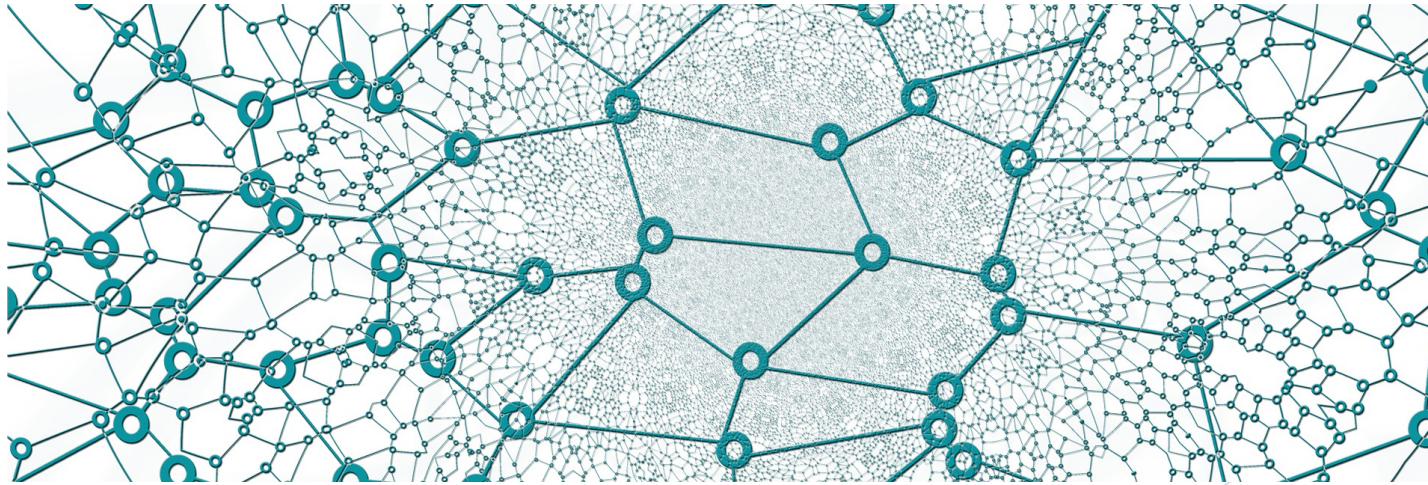


**Adult  
Day  
Care  
Rides**



**ADA  
Paratransit**

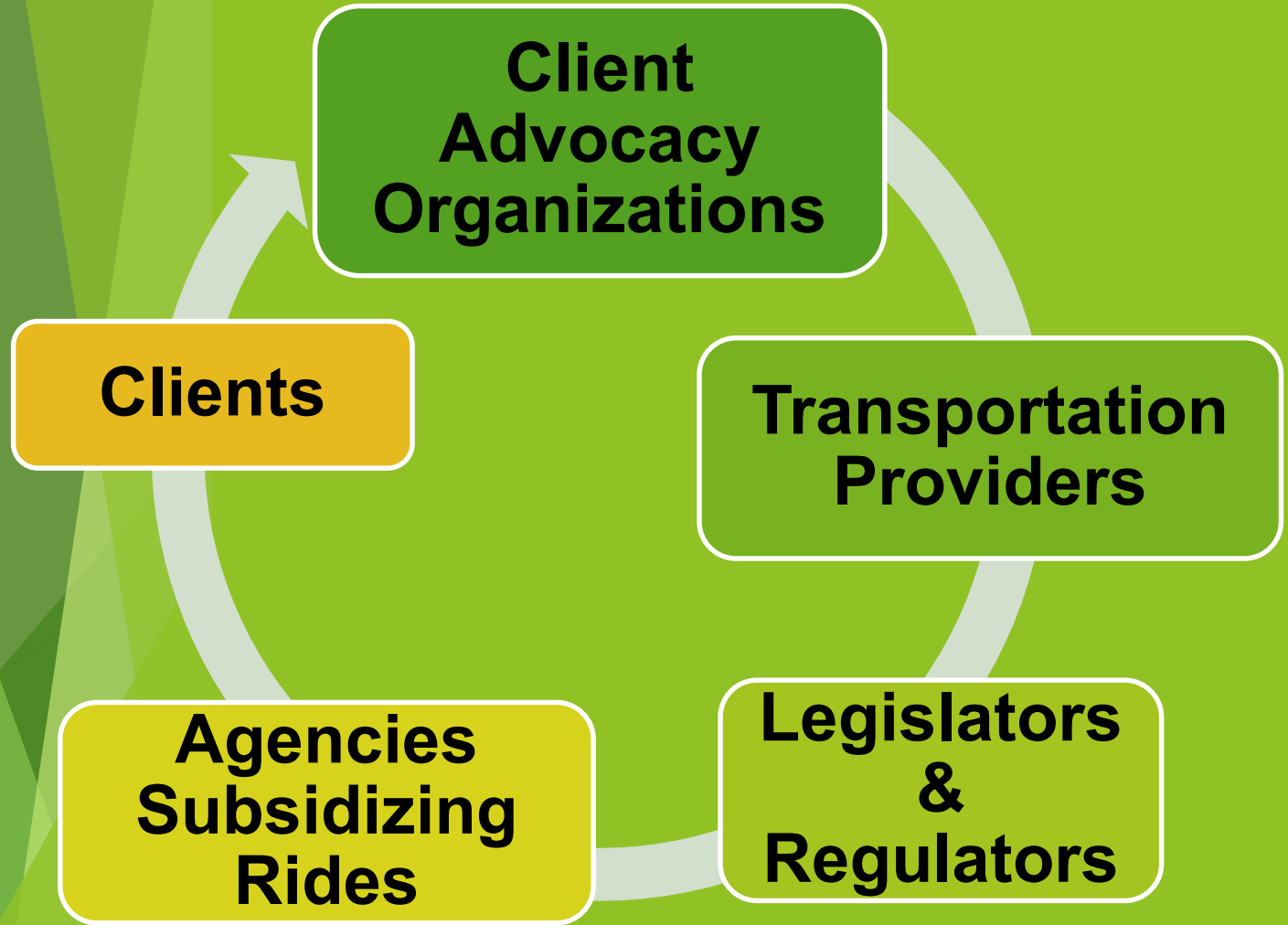
**or Focus on Mobility through a  
Connected Network?**



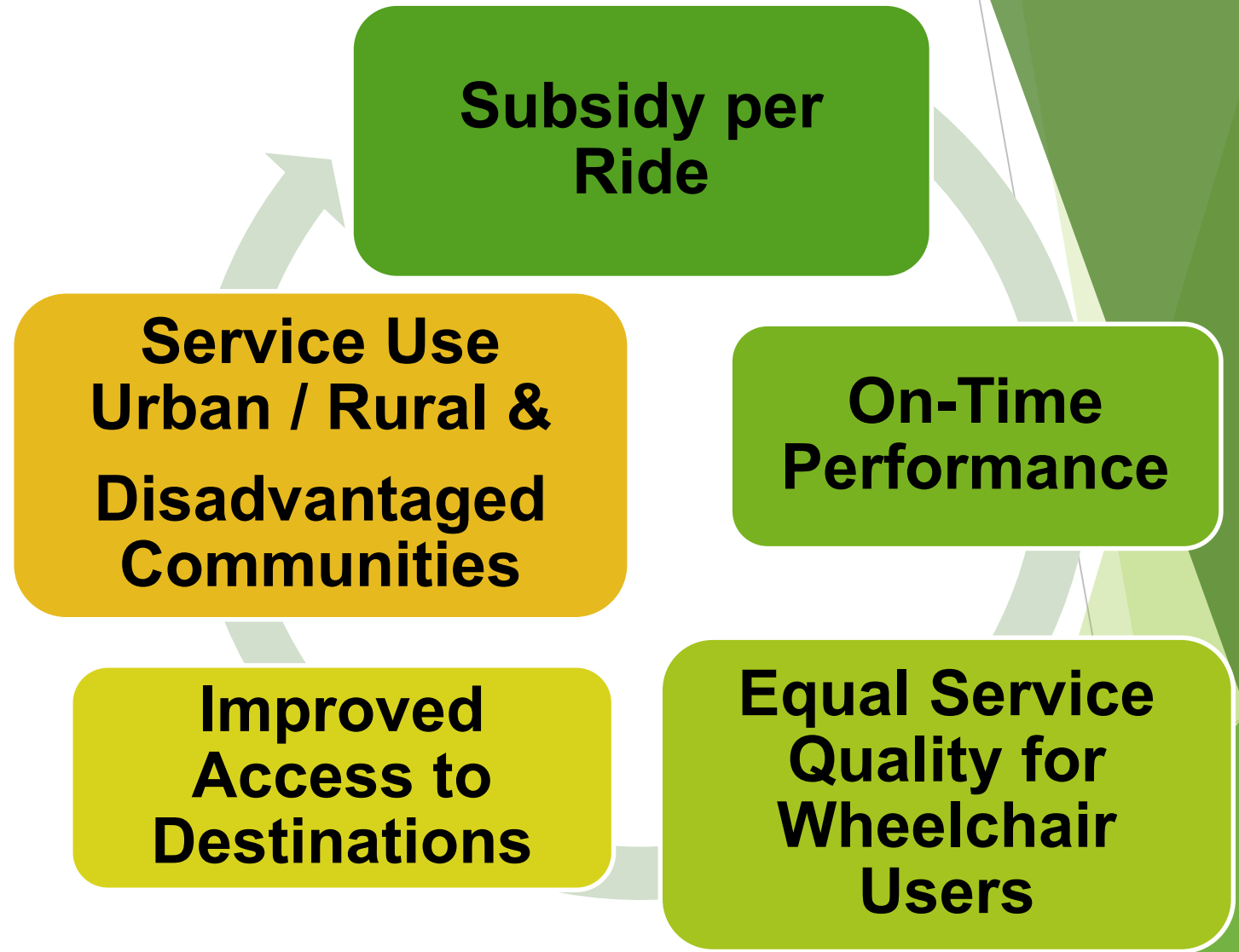
# Challenge: Institutional Mindset



# Response 1: Education



**Response 2:**  
**Limited**  
**Standard**  
**Metrics**



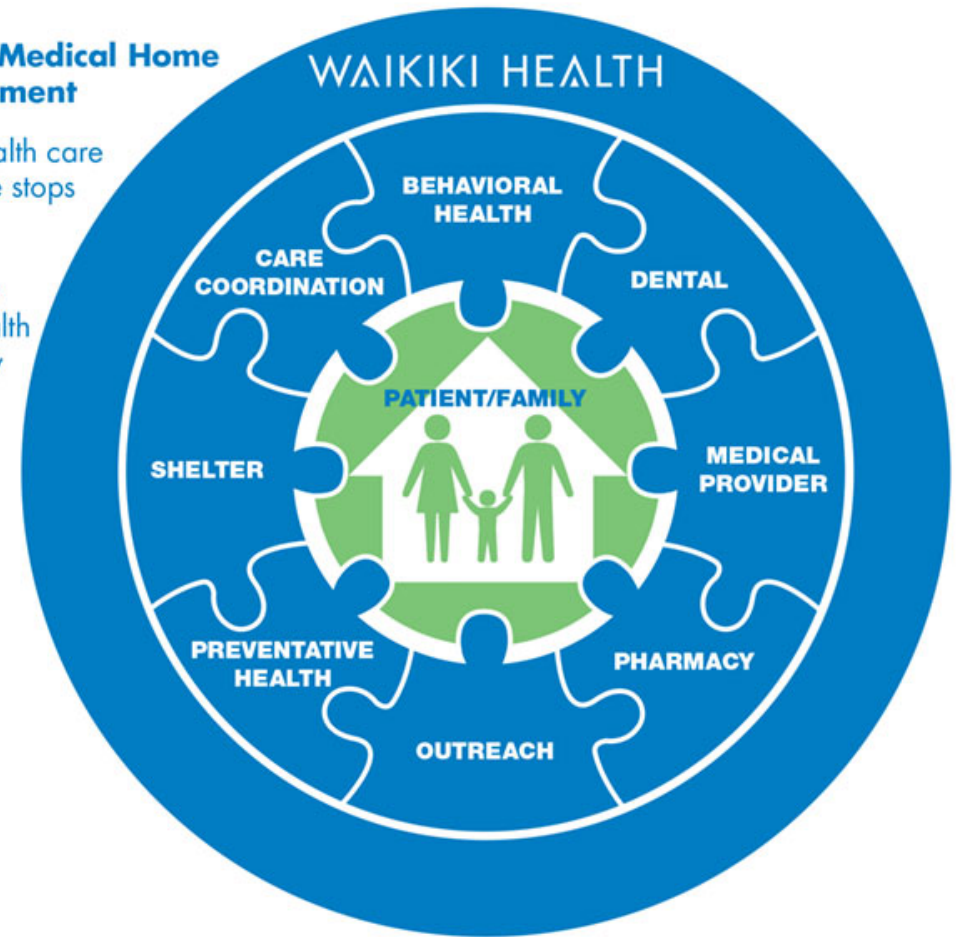
# Centralized Case Management for Riders Who Require Supervision in Daily Living



## Patient-Centered Medical Home Management

As you pursue your health care journey, you may make stops at different places.

Wherever your journey takes you, Waikiki Health will help guide the way and coordinate your care.



National  
**PACE**  
Association

# Implementation Issues to Consider

- ▶ **Whether the Rider is Competent to Arrange Transportation**
- ▶ **Supply of Local Ride Providers – Especially in Rural Areas**
- ▶ **Reporting Requirements (Discussed Above)**
- ▶ **Political Will**



# Next Steps (research opportunities) - Lets Talk!

- ▶ Necessary **Financial Structures**
- ▶ Impact on **Subsidy Program Costs**
- ▶ Ability to Aggregate & Model **Unlinked Multimodal Trips -> Linked Trips**
- ▶ If you agree – **How to Promote this idea?**

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