



RI Public Transit – Human Services Transportation Coordinated Plan

Public Strategy Sessions July 19, 2022 July 27, 2022



Your Hosts

RI Human Services Transportation Coordinating Council

- Sarah Ingle, AICP, Director of Long-Range Planning (RIPTA)
- Joelle Kanter, AICP, Project Manager (RIPTA)

Consultant Team

- Bill Schwartz, AICP, Project Manager (Nelson\Nygaard)
- Anne Galbraith, AICP, Facilitator (ASG Planning)

How to Participate

Zoom video participants

1. Go to: **Reactions / Raise Hand** if you wish to speak during the discussion.

Be sure to **Unmute.** Lower Hand when done speaking.

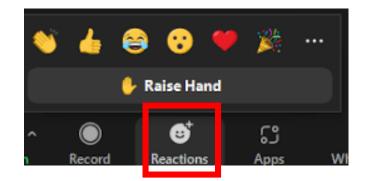
- 2. Use: **<u>Chat</u>** to speak only with the hosts
 - Submit a written comment

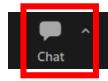
Submit a <u>question</u>

Ask about a technical issue

Phone participants

Press *6 to mute/unmute and *9 to raise hand





How to Participate

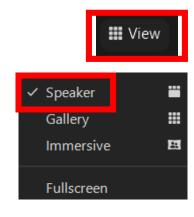
Zoom video participants

Select **View** to change what you see on screen

- Top right on a PC or Mac
- Upper left on iPad

Click **Speaker** to see the speaker and slides

Click **Gallery** to see all participants







What Are We Covering Today?

- **1** Coordinated Plan Overview
- 2 Services and Needs
- **3** Strategies and Feedback
- 4 Next Steps

What is a Coordinated Plan?

What is a Coordinated Plan?

Coordinated Plan is a short name for:

Public Transit – Human Services Transportation Coordinated Plan

- Required by the Federal Transit Administration (FTA)
- Must be updated every five years

Funding Priorities (FTA Section 5310)

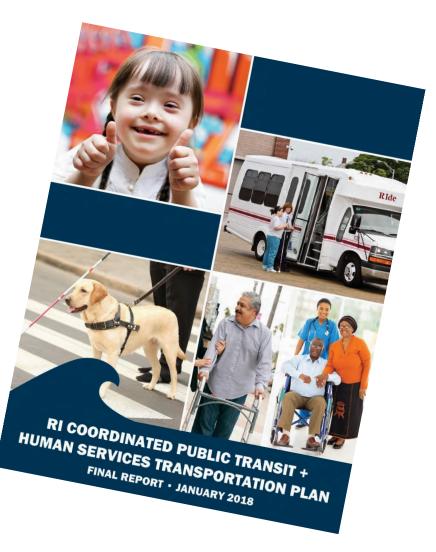
• The Plan is a requirement of FTA's Section 5310 program

Enhanced Mobility of Seniors and Individuals with Disabilities

- Projects receiving this funding must be included in a local Coordinated Plan
- RIPTA's role:
 - Designated Statewide Mobility Manager
 - Designated recipient of Section 5310 funds
 - Convene and staff the RI Human Services Transportation Coordinating Council

Plan Elements

- 1. Inventory of transportation services
- 2. Transportation needs assessment: needs, gaps and inefficiencies
- 3. Strategies and projects to address these needs
- 4. Prioritization of strategies and projects, informed by public input



Schedule for 2022 Plan Update

| Task | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov |
|-------------------------------------|-----|--------------|----------|----------|-----|-----|-----|-----|-----|
| Public Engagement | | | | | ••• | | | | |
| HST Coordinating Council Updates | i≟i | | i≟i | | i≟i | | i≟i | | i≟i |
| Inventory | V | \checkmark | V | | | | | | |
| Needs Assessment | | Ċ. | <u>i</u> | <u>ė</u> | | | | | |
| Strategy Development | | | | Ŷ | Ŷ | Ŷ | | | |
| Plan Development | | | | | | | ľ | | |

9-month schedule with 2 rounds of public sessions and regular check-ins with the Human Services Transportation (HST) Coordinating Council



Inventory of Transportation Services

Statewide Transportation Inventory

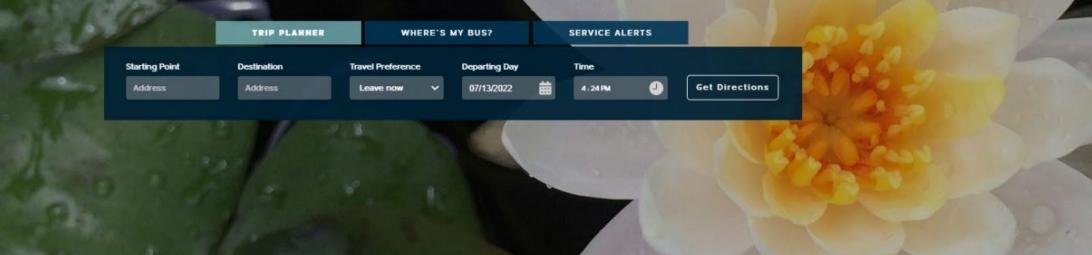
- Developed in concert with 1-Call/1-Click project
- RIPTA website will soon host a **Community Transportation** page
 - Will list known transportation services in each RI municipality
 - Will serve as a reference for individuals, RIPTA Customer Service, and other organizations



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Welcome to YOUR Ride!





Reload Wave Shop Trans



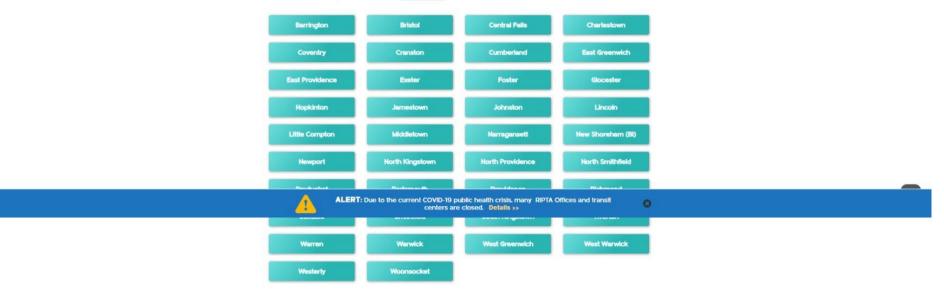
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Transportation Services

Click on the links below to learn about transportation options available in communities throughout Rhode Island. In addition to RIPTA services, these pages include information about local transportation services, volunteer driver programs. Non-Emergency Medical Transportation, taxt providers, and other resources. Contact each service directly to schedule trips, and call RIPTA's customer service department for general information at (401) 781-9400.



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Other Transportation Services





Transportation Options

This page is a resource for information about transportation services in your community Contact each service directly to schedul trips, ask questions, and share feedback. For general information, call RIPTA's customer service department at <u>491-781-9400</u>

| Senior Services | Southern Shode Island Volunteers | South County Hospital Van | RIPTA Services |
|-----------------|-------------------------------------|------------------------------|----------------|
| Vanpool | Ambrek | NEWT / ETP | Text Services |

Local Transportation Services

Senior Services Transportation Program

Transportation available to South Kingstown residents age 60+.

Trips available for Senior Center activities and lunch.

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- Hours 10 AM to 1 PM on that scheduled day

There is no transportation for medical appointments, hospital visits, or nursing home visits.

Cost
 Transportation is files to and from the Sensor Center;
 Convey traps for emands cost \$1
 "doer way traps for emands cost \$1
 "doer may central all (cost \$1
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 Call <u>401-789-0268</u> at least 24 hours in advance to sign up for or schedule Senior Services Transportation. Please also call to cancel if necessary.



Southern Rhode Island Volunteers

Transportation provided for low-income individuals or those who show a great need
 Adults 60- wais of age

Adults 55- years with temporary health conditions
 Adults 55- years with medically diagnosed disabilities

- Individuals must be registered with SRIV before accessing the service and must be able to get in and out of the vehicle on their own.
- . There is no fee. Donations are encouraged from those who have the means.
- Trips are available approximately 8 AM to 3 PM for healthcare appointments (medical, dental, therapy), pharmacies, grocery stores, housing appointments, and food pantries.
- Reservations for local appointments must be made at least 3 business days in advance. For non-local rides, at least 1 week notice is needed.
- Call 401-552-7661 with questions or to make a reservation.

South County Hospital Wave Van

 Transportation provided to patients needing access to the Lab. Diagnostic Imaging. Pre-Admission Testing. Cardiopulmonary services, and other medical appointments at South County Hospital. . Insteiners Water Ham Jean Weak Walt for a water wave of appointments. Call or check on the forme software hommaon.

• This is a free service.

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Trips are available Monday through Friday, 7 AM to 3:30 PM. Trips must be scheduled at least
 48 hours in advance.

• Call 401-788-1178 and leave a message. A driver will call back to schedule your ride.

Visit Website Here

RIPTA Services



Hex provides on the spot local service within a zone as well as connections to RIFFA's network of statewide service. Passingers have two options, picking up the Rex van as a scheduled stop or choosing their own pick up or drop off point within the Rex zone. To make a reservation, call RIPFA 24 hours in advance <u>401-784-9500</u> ex; 1220. Fares are the same price as RIPFA's fixed-route bus service.

Ride Paratransit

Filde sentce is available through an application process for individuals whose disability prevents use of the fixed route system or prevents travit to or from but stops. Role operates within a 3th mile contide on either side of a fixed route and costs \$\$ per trip. Learn more = **3(bd startaments) Program. BUTA or c: all 0-16-19750**.

Vanpool

A vanpool consists of a group of people who travel similar routes.
 Panciparis spin up to lease a comfortable late-model van of SV/ provided by Commute with Enterprise.
 Panciparia decide if they will have annuary other or rotate driving misponitismism. They also decide the daily note, times, and nog locations.
 The van carb equivalent applied overlight at the driver's home or any other designated location approved by Enterprise.

. For information, contact RIPTA Commuter Resources: 401-784-9575 or commuter@ripta.com

Visit Website Here

Amtrak

Northeast Regional: connects Boston to Virginia Beach.
 Full lits of stops available here
 Provides regional service.

Kingston Station: 1 Railroad Ave. West Kingston, RI 02892

• Visit www.amtrak.com or call 1-800-USA-RAIL for tickets.

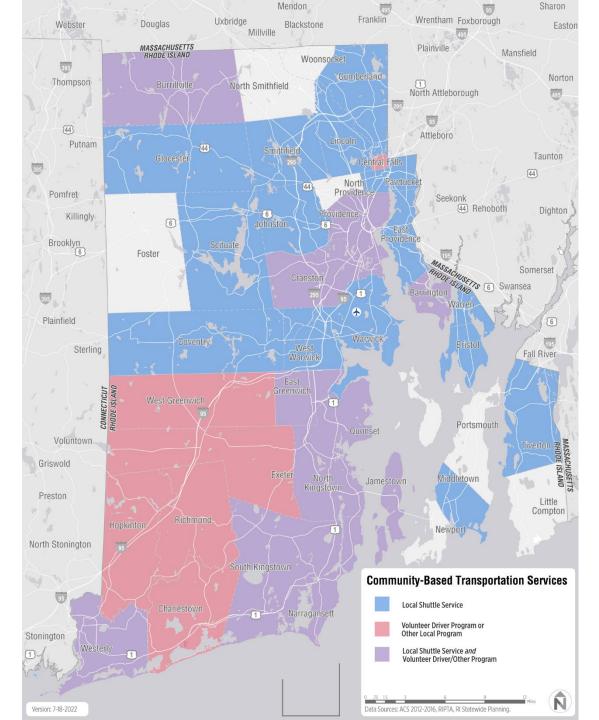
Non-Emergency Medical Transportation (NEMT) / Elderly Transportation Program (ETP)

Medical Transpontation Management (MTM) provides statewide transpontation for Medicald members and for all Rhode blanders age 60- for troutine, non-emergency medical appointments. Trips music be scheduled at least two business days in advance and must occur Monstly-Fridgi between 5.4M and 6.PM Call <u>BEST309131</u> to schedule.

Taxi Services

Local Services

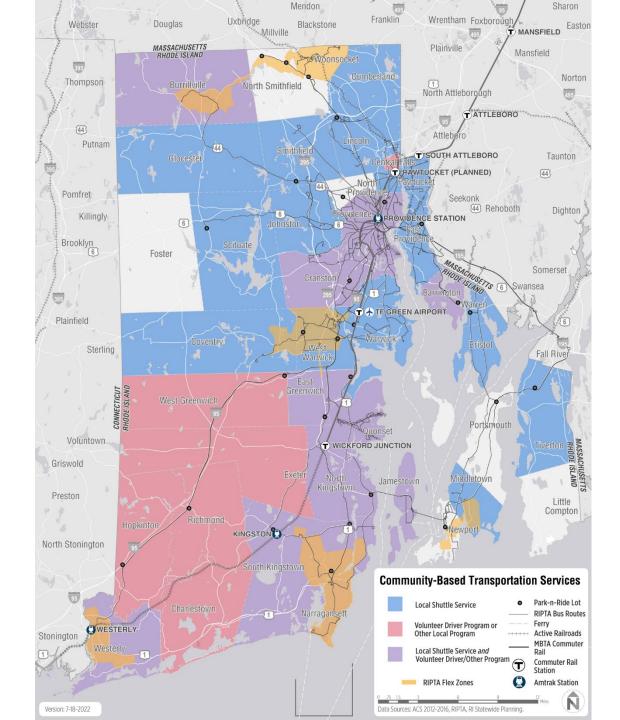
Includes local shuttles, and volunteer programs



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All Services

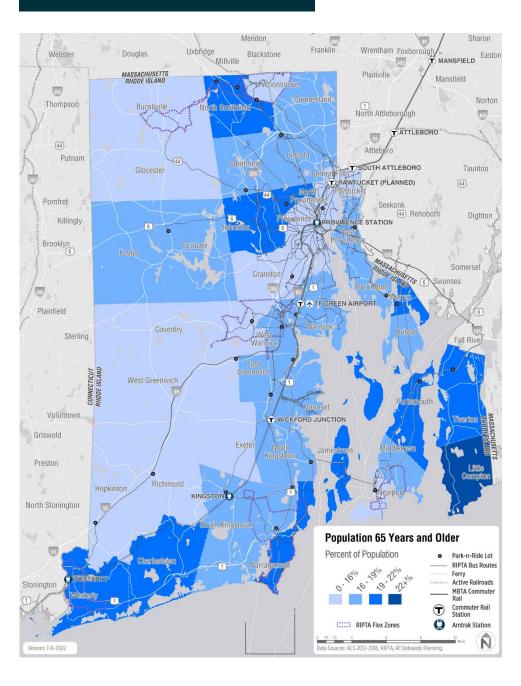
Includes local shuttles, volunteer programs, and RIPTA services

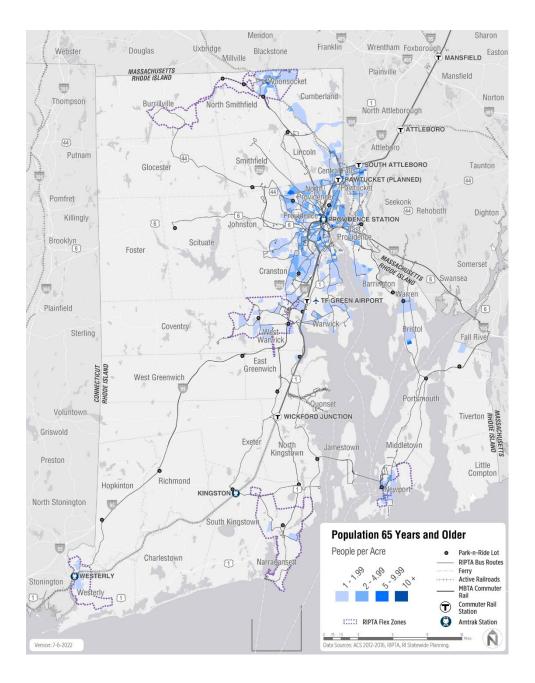


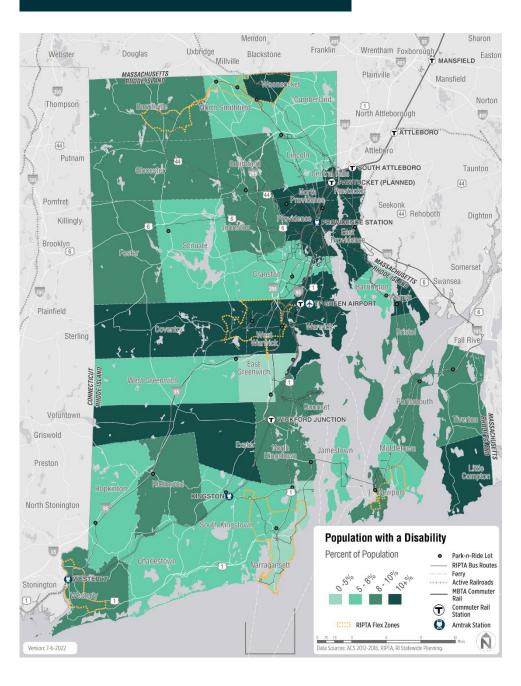
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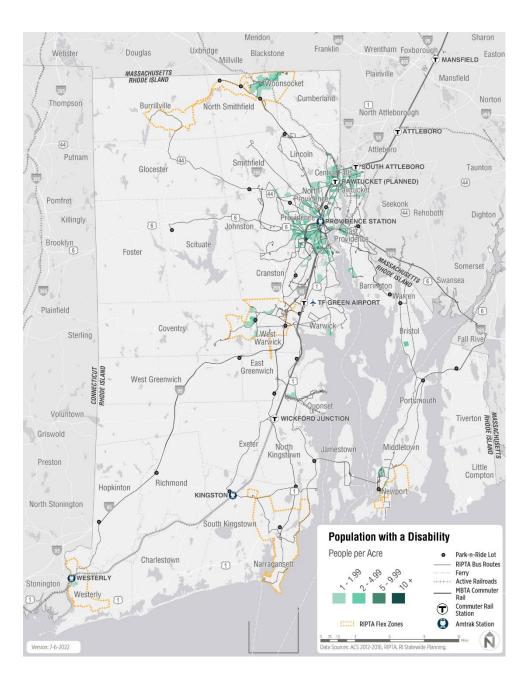


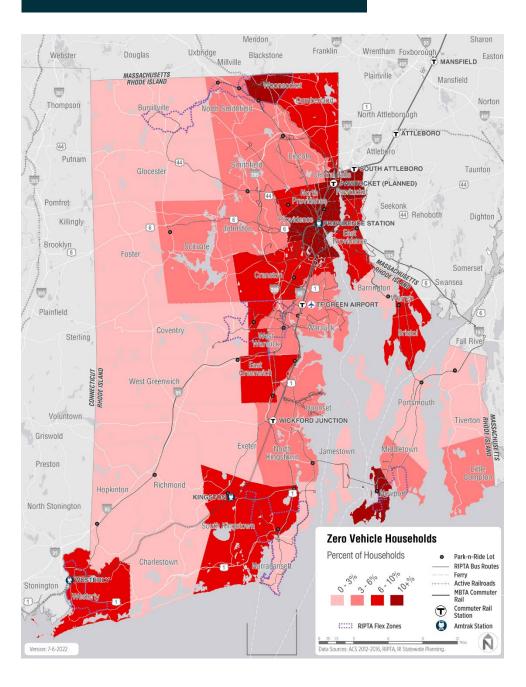
Needs Analysis

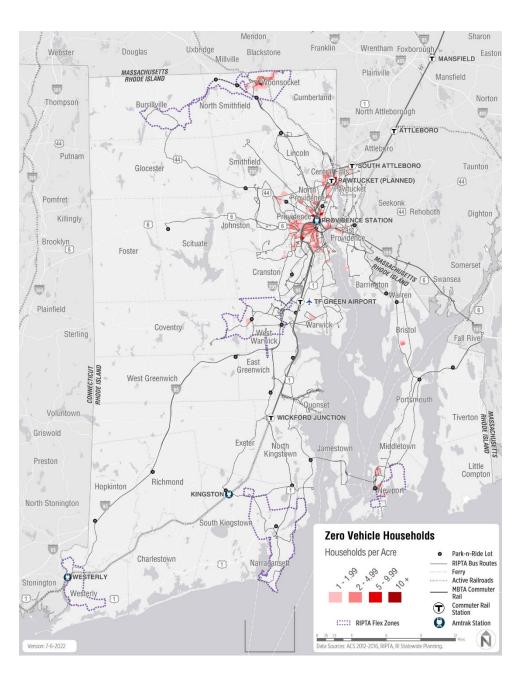


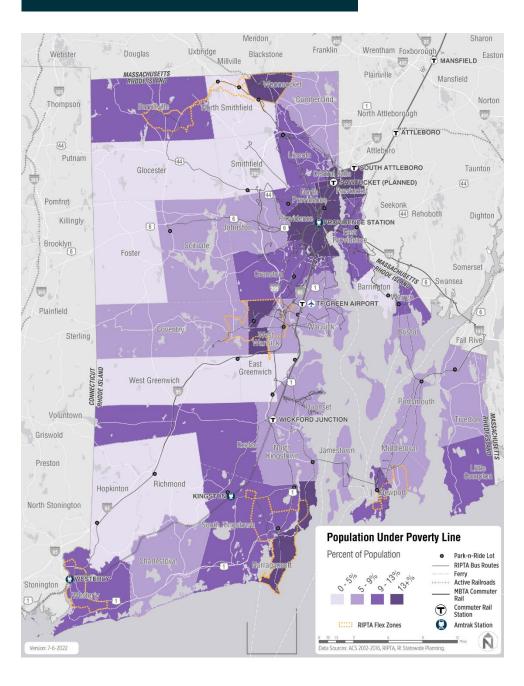


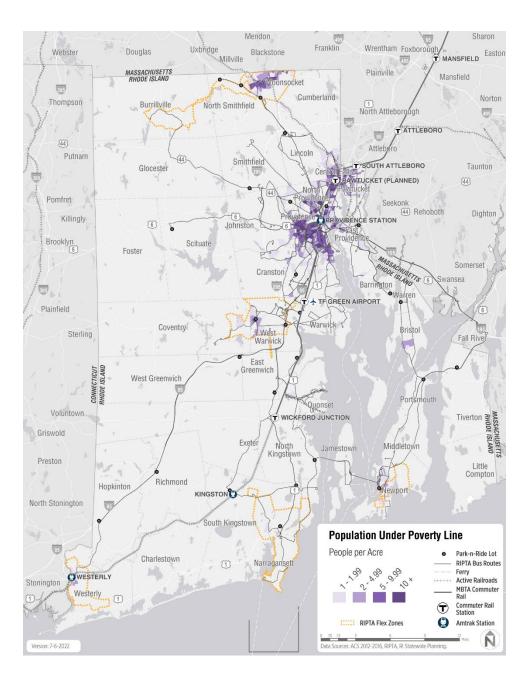








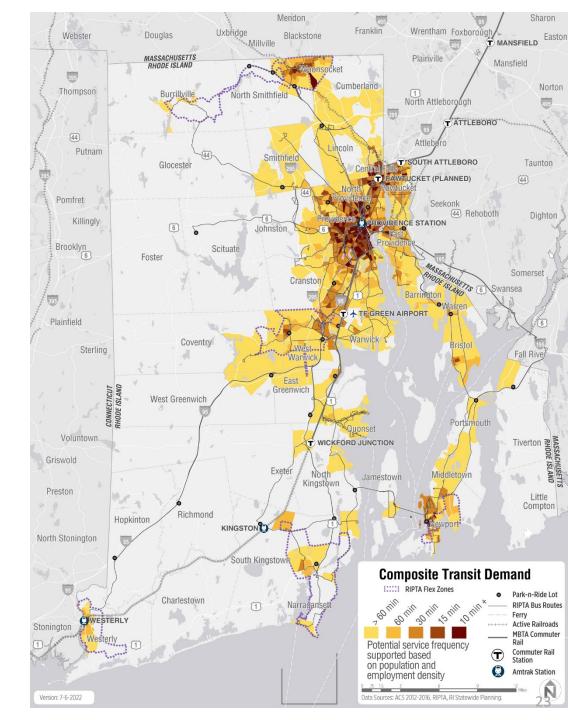




Overall Transit Demand

From Transit Forward RI, the statewide transit master plan

- Shaded areas can support fixed-route transit
- Darkest shades can support transit services at 10-to-15-minute frequencies
- Areas with no shading:
 - Have insufficient population and/or employment to support fixed-route transit
 - But may include people that need transportation services
- QUESTIONS?





Improvement Strategies

Strategy Development Steps

- 1. Considered current services and gap analysis
 - Service changes
 - New services added
- 2. Sought public input (April/May)

3. Refined list of strategy focus areas



Strategy Development Steps

4. Obtained guidance from HST Coordinating Council at July meeting

5. Seek additional input (this session)

6. Perform external research on best practices

7. Incorporate refined strategies into new RI Coordinated Plan









Strategy Categories

- Transportation Services: Transportation service offerings such as RIPTA bus, Flex, RIde, Non-Emergency Medical Transportation (NEMT), local services, and other shuttles
- Mobility Management: Programs that improve information sharing, trip planning, and access to transportation services among providers, other agencies, and riders
- Training: Programs that offer riders training on how to use transportation services and improve sensitivity training for staff that interact with riders
- Information and Communications: Resources that explain available transportation services and simplify the process
 of planning travel and obtaining rides
- Vehicles and Infrastructure: Support for the purchase and maintenance of vehicles and improving infrastructure at bus stops and key facilities that serve riders
- Funding: Resources for maintaining existing and expanding services, providing subsidies for low-income riders, and ensuring equity in service delivery
- **Coordination:** Programs that support ongoing coordination among providers and other agencies

Strategy Focus Areas

- Transportation Services: Transportation service offerings such as RIPTA bus, Flex, RIde, Non-Emergency Medical Transportation (NEMT), local services, and other shuttles
- Focus Area: Mobility Management: Programs that improve information sharing, trip planning, and access to transportation services through coordination with providers, other agencies, and riders
- Focus Area: Training: Programs that offer riders training on how to use transportation services and improve sensitivity training for staff that interact with riders
- Information and Communications: Resources that explain available transportation services and simplify the process
 of planning travel and obtaining rides
- Focus Area: Vehicles and Infrastructure: Support for the purchase and maintenance of vehicles and improving
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- Funding: Resources for maintaining existing and expanding services, providing subsidies for low-income riders, and ensuring equity in service delivery
- **Coordination:** Programs that support ongoing coordination among providers and other agencies

Mobility Management

Strategy Ideas:

- Develop a statewide network
- Involve transportation providers, agencies, advocates, and riders
- Collaborate on services and programs
- Hold annual mobility management conference
- Build support for more funding



Source: National Rural Transit Assistance Program

Travel Training

Strategy Ideas:

- Build upon RIPTA's current travel training program, which trains individuals on how to ride the bus
- Use FTA grant to develop a new curriculum
- Seek partnerships are with local providers
- Consider recruiting riders to become trainers/ride ambassadors



Sensitivity Training

Strategy Ideas:

- Offer to all staff who interact with riders, caregivers, and others
- Include customer service staff and drivers
- Include representative riders with different disabilities in curriculum development
- Consider producing a video
- Start with RIPTA but can offer to other providers (local senior centers, MTM, etc.)



Vehicles and Infrastructure

Strategy Ideas:

- Continue to fund RIde replacement vehicles
- Investigate using vanpools for rides other than commuting
- Seek and leverage additional funding for community-based vehicles
- Collect data and identify needs for upgrading priority bus stops to ensure accessibility and provide amenities
- Investigate other infrastructure improvements



Discussion Questions

- Do you have any questions about the strategy?
- Do you agree with this focus area?
- Do you have additional ideas?
- What would you suggest for partnerships, resources, or initial next steps?

If you have comments or questions, please put them in the chat or raise your hand to speak



Next Steps

- Review Best Practices
- Refine Strategies
- Draft Plan (September)
- Final Plan (November)



How to Stay Engaged

- Visit <u>www.ripta.com/projects/ri-coordinated-plan/</u>
- Read the 2018 Coordinated Plan
- Learn more about the Coordinating Council
 - <u>https://www.ripta.com/human-services-transportation-coordination/</u>
- Email us with any ideas or comments:
 - Joelle Kanter <u>jkanter@ripta.com</u>
 - Anne Galbraith <u>anne@asgplanning.com</u>

Thank you!

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www.ripta.com/projects/ricoordinated-plan/