

ADRC Governing Board Transportation Discussion

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Agenda

1. Transportation Coordinator role
2. Existing transportation services
3. Assessing the Barriers

Transportation Coordinator Role

- Mobility Management within Aging & Disabilities Services
 - Outreach
 - Client referrals
- Contract Coordinator for 3 transportation contracts within Aging Services
- Promote coordination and collaboration across County departments and divisions on transportation programming and policy
- Participate on regional and statewide transportation policy groups (WAMM, WINDAC, NEMT TAC, GCPD, etc.)



Existing Services

- Milwaukee County Transit System (MCTS)
 - Fixed-route transit (buses)
 - Transit Plus (para transit)
 - WisGo Reduced Fare Card
- Milwaukee County Older Adult Transportation Service (OATS)
- Volunteer Driver Program
- VEYO/MTM
- Disabled American Veterans
- Long Term Care providers (Family Care, IRIS, PACE, Partnership)
- Private options



MCTS Fixed Route Buses

By the numbers (2021):

- 357 buses
- 49 bus routes
- 14.3 million bus rides

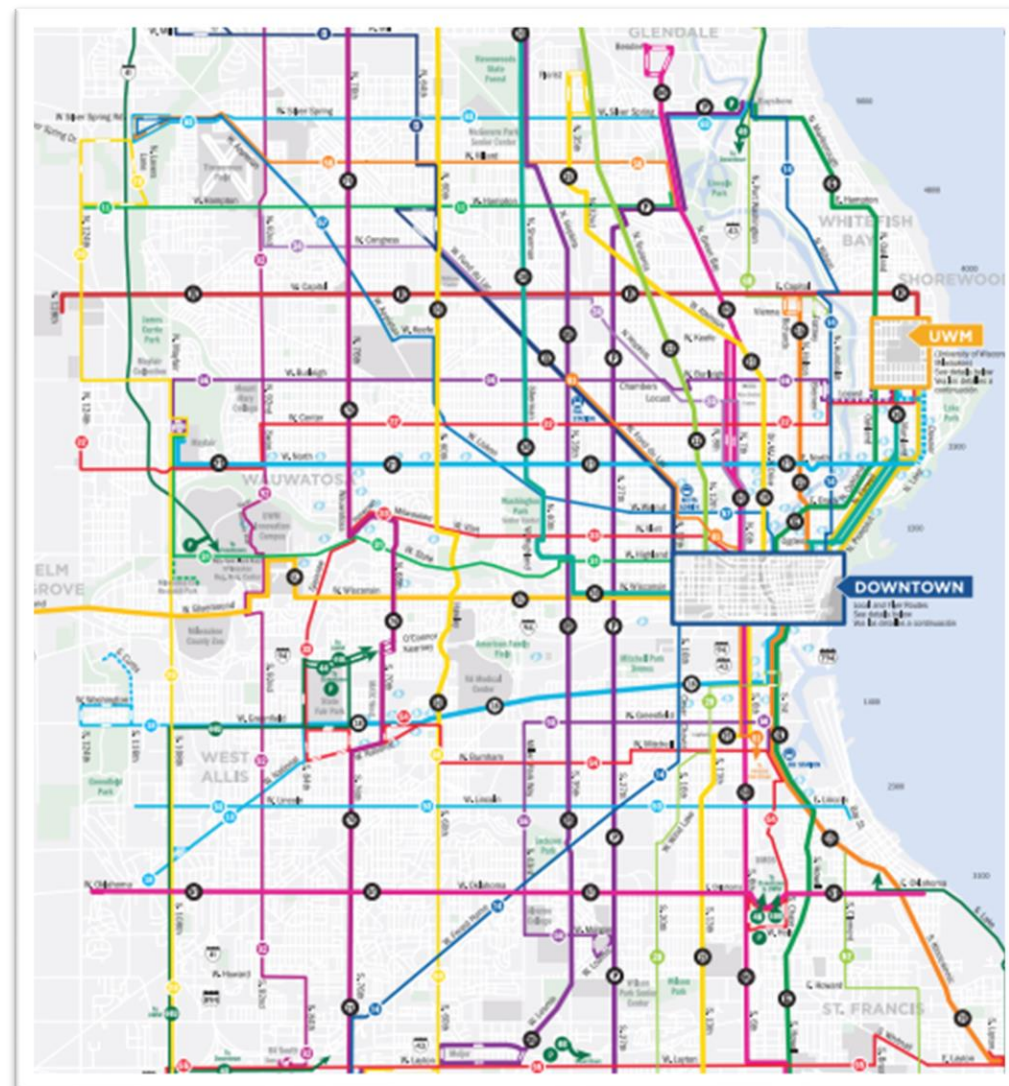
Who: General public

What: Fixed-route bus service

Where: Throughout Milwaukee County

How: Call 414-937-3218 for more information.

- Use the online Trip Planner or UMO app to plan trip.
- Pay trip fares using the app, WisGo Card, or cash.
- Fare capping



MCTS Accessibility

Travel training

- Mobility managers help seniors and people with disabilities ride the bus safely and independently.

Way finding

- Partnership of MCTS and Milwaukee County Office for Person's with Disabilities
- Aira is a free, interactive smartphone app that allows users who are blind or low vision to receive free, one-on-one assistance using MCTS.

Bus Accessibility Features

- Bus lowering, ramps, priority seating, wheelchair securement, audio announcements, PCA and service animal accompaniment



Photo: <https://www.ridemcts.com/accessibility/bus-accessibility-features>

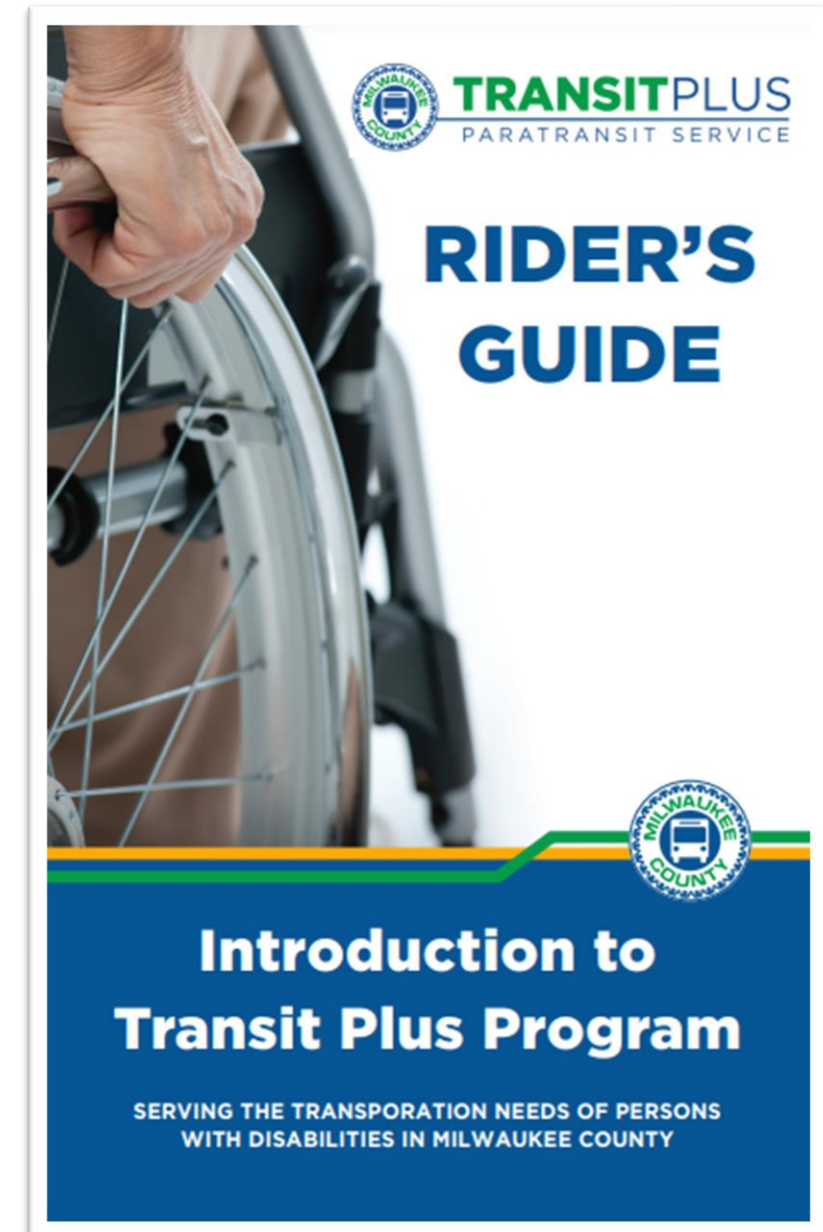
MCTS Transit Plus

Who: Available for individuals with a physical or cognitive disability that prevents them from independently boarding, riding, or getting off a bus OR individuals whose disability-related condition or environmental barrier makes it impossible to independently travel to or from a fixed route bus stop.

What: On demand vans and taxi service provide accessible transportation through First Transit, Transit Express and American United Transportation. 63K Transit Plus rides were provided in 2021.

Where: Any location in Milwaukee County.

How: Call (414) 343-1700 for more information. Rides through Transit Plus cost \$4 each way and must be scheduled 24 hours in advance.



WisGo Reduced Fare Card

Who: Riders ages 65 and older, aged 6 to 11, currently covered under Medicare, or riders with a qualifying physical or mental impairment.

What: Fixed-route bus service

Where: Throughout Milwaukee County

How: Call (414) 937-3218 for more information. This pass reduces the MCTS bus fare to \$1 per bus ride with a 90 min transfer, caps fares, and can be paid using card, app or cash.



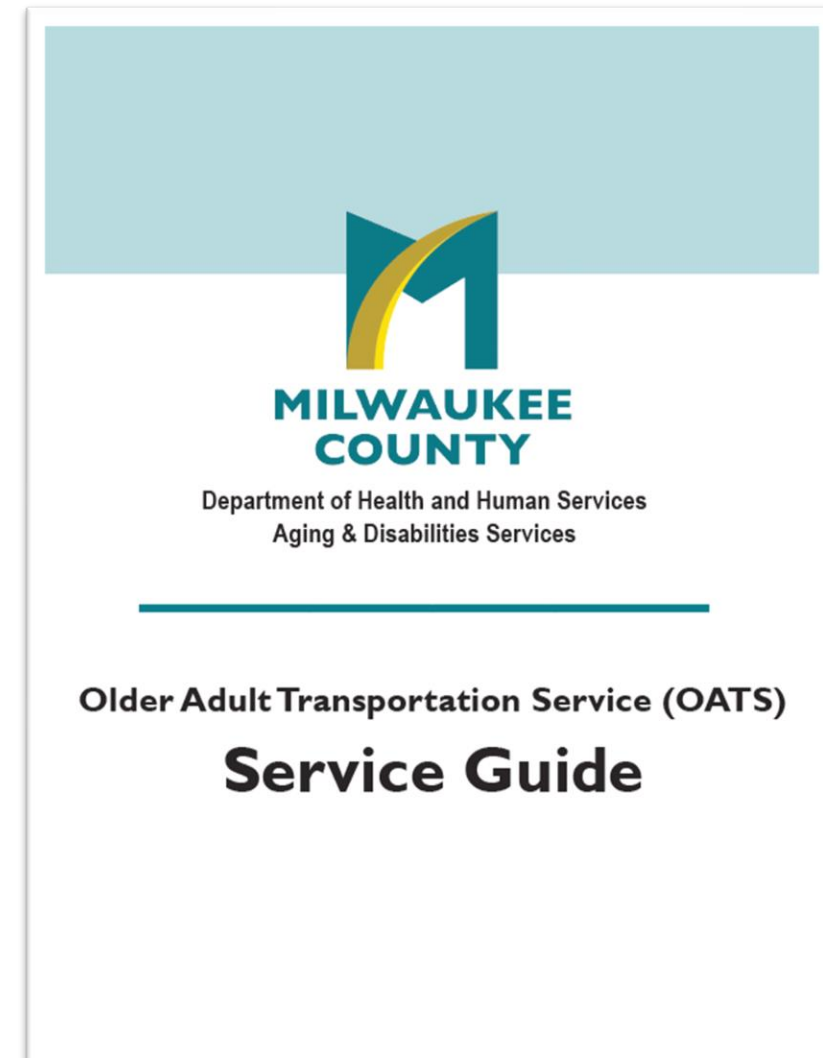
Older Adult Transportation Service (OATS)

Who: Eligible Milwaukee County residents that are 60 years or older.

What: On demand vans provide accessible transportation service. OATS provided over 38K rides in 2022.

Where: Eligible locations in Milwaukee County

How: Call the ADRC at (414) 289-6874 for information and enrollment. Rides are \$4 each way for medical and dental appointments, and a voluntary contribution of \$4 per ride is encouraged for other destinations. Rides must be scheduled 3 business days in advance.



Volunteer Driver Program – ERAS Senior Services

Who: County residents 60 years or older

What: Rides with volunteer drivers

Where: Healthcare, grocery and basic needs locations

How: Call (414) 488-6500. for more information. Rides are free. Rides must be scheduled 7 business days in advance.



Photo: <https://eras.org/our-services/support-for-seniors/let-us-drive-you/>

VEYO/MTM

Who: Medicaid (including IRIS) and BadgerCare Plus members

What: Non-emergency Medical Transportation (NEMT)

Where: Wisconsin

How: Call 1-866-907-1493 for more information. Rides are free or gas is reimbursed. Rides must be scheduled 2 business days in advance.

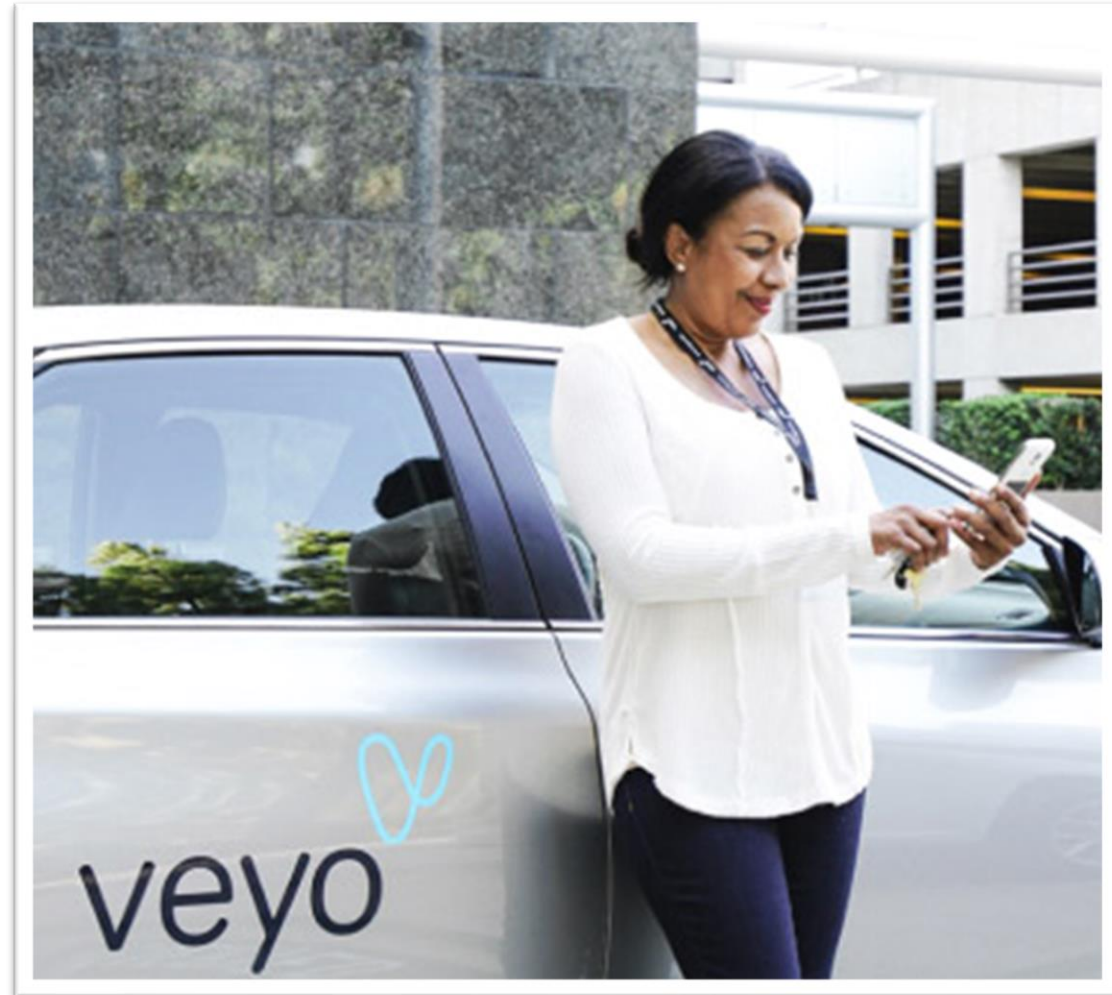


Photo: <https://wi.ridewithveyo.com/>

Disabled American Veterans (DAV)

Who: Injured and ill veterans

What: Accessible vans driven by volunteers

Where: Milwaukee VA Medical Center

How: Call (414) 384-2000 ext. 45715 for more information. Rides are free and must be scheduled 2 weeks before the appointment.



Photo: <https://www.dav.org/veterans/i-need-a-ride/>

Other options

- Long Term Care providers (Family Care, IRIS, PACE, Partnership)
- Private options
 - Accessible services
 - Traditional taxis
 - Ride share

Assessing the Barriers

- Mapping transit need
- Transportation Needs Assessment - 2022

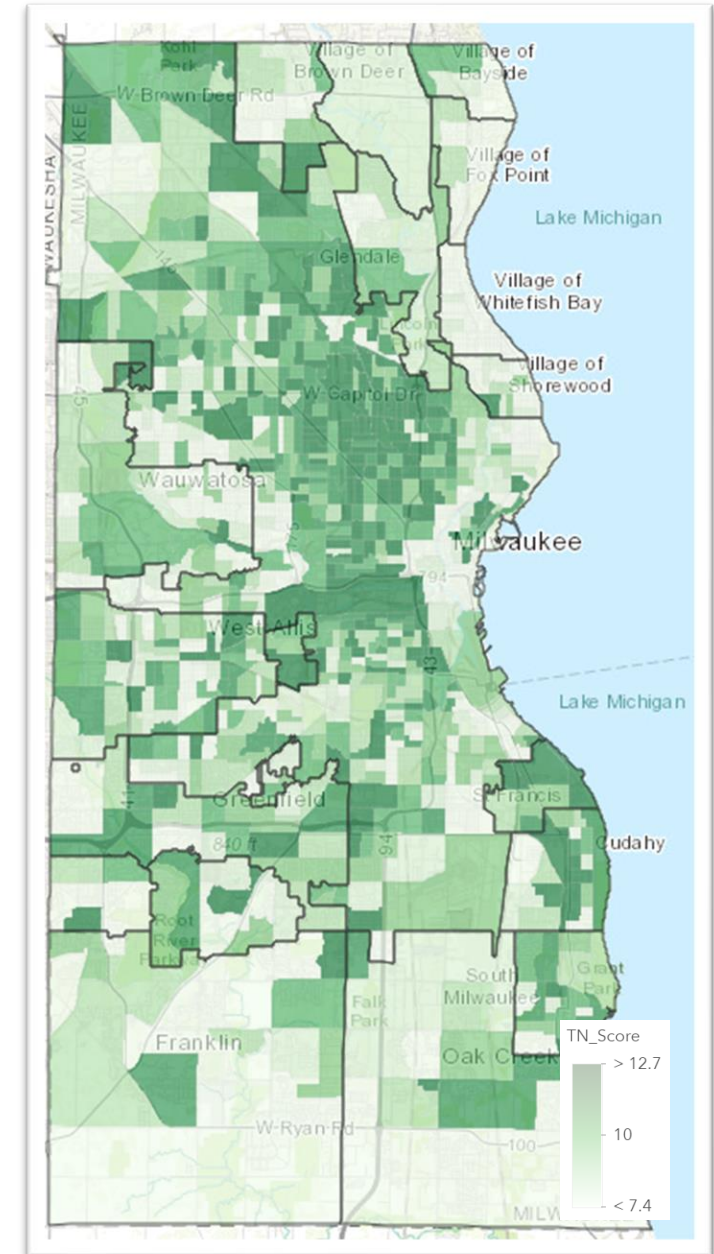
Transit Needs in Milwaukee County

Transit need is defined as a combination of four factors:

- Populations with higher percentages of adults 75+
- Low-income residents
- People with disabilities
- Households with no vehicle

Table 1
Trends in Transit-Dependent Population Groups in Milwaukee County

Transit-Dependent Population Group	2000		2010		2019	
	Number ^a	Percent of Total Population/ Households	Number ^a	Percent of Total Population/ Households	Number ^a	Percent of Total Population/ Households
Seniors (75 and older)	61,765	7	57,249	6	54,278	6
People in Low-Income Households ^b	297,565	32	396,939	42	336,153	36
People with Disabilities ^c	64,166	7	100,721	11	109,255	12
Households with No Vehicle Available	61,631	16	51,500	13	49,594	13
Total County Population	940,164	--	947,735	--	937,080	--
Total Number of Households	377,729	--	383,591	--	383,665	--



Transportation Needs Assessment

Purpose: The DHHS ADS Transportation Needs Survey seeks to better understand the unmet transportation needs and gaps in transportation services for non-driving, Milwaukee County older adults and people with disabilities.

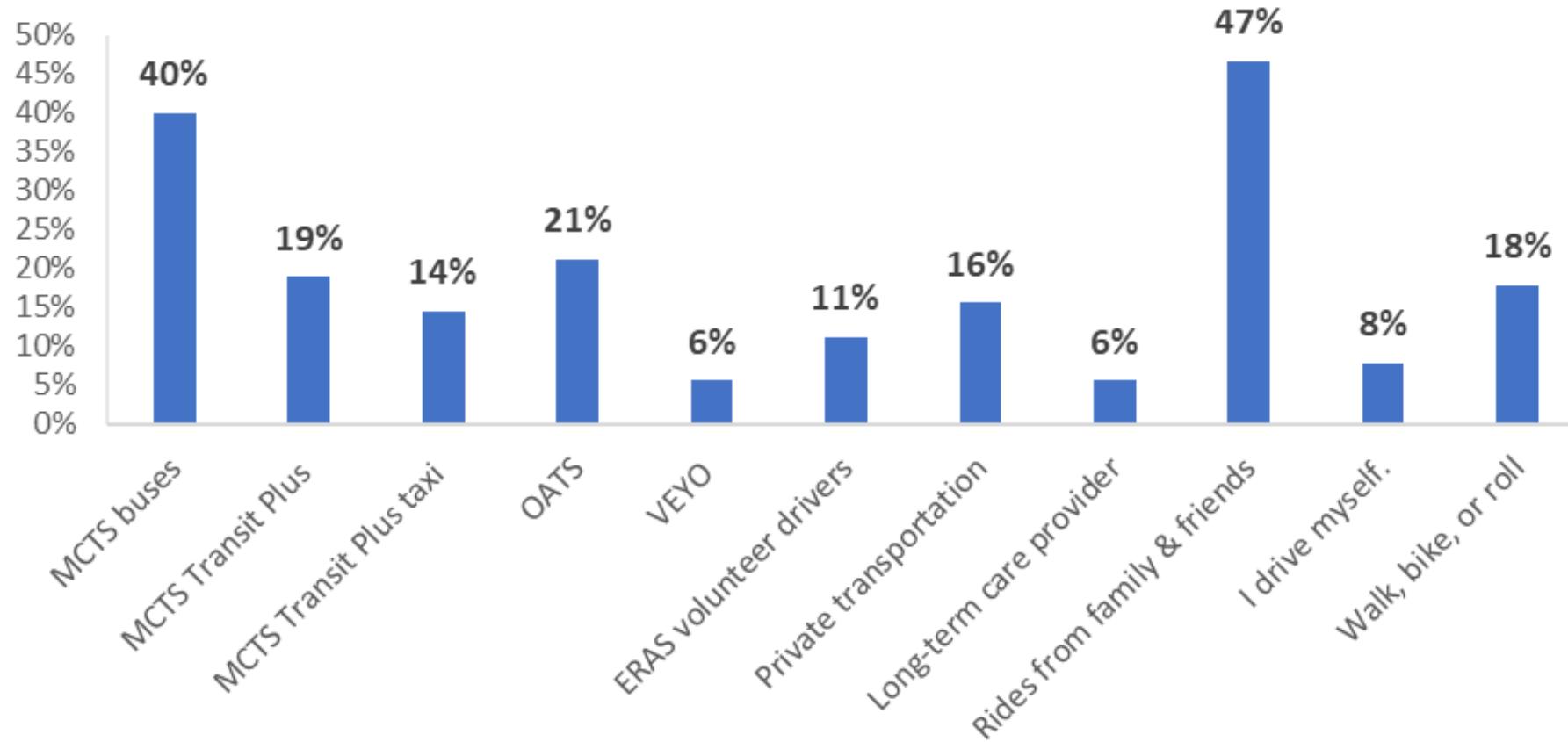
Background: Build upon the existing plans and data that highlight transportation needs

- **DHHS ADS - 2022-2024 Area Aging Plan**
- **SEWRPC - 2021 Public Transit-Human Services Transportation Coordination Plan for Milwaukee County**



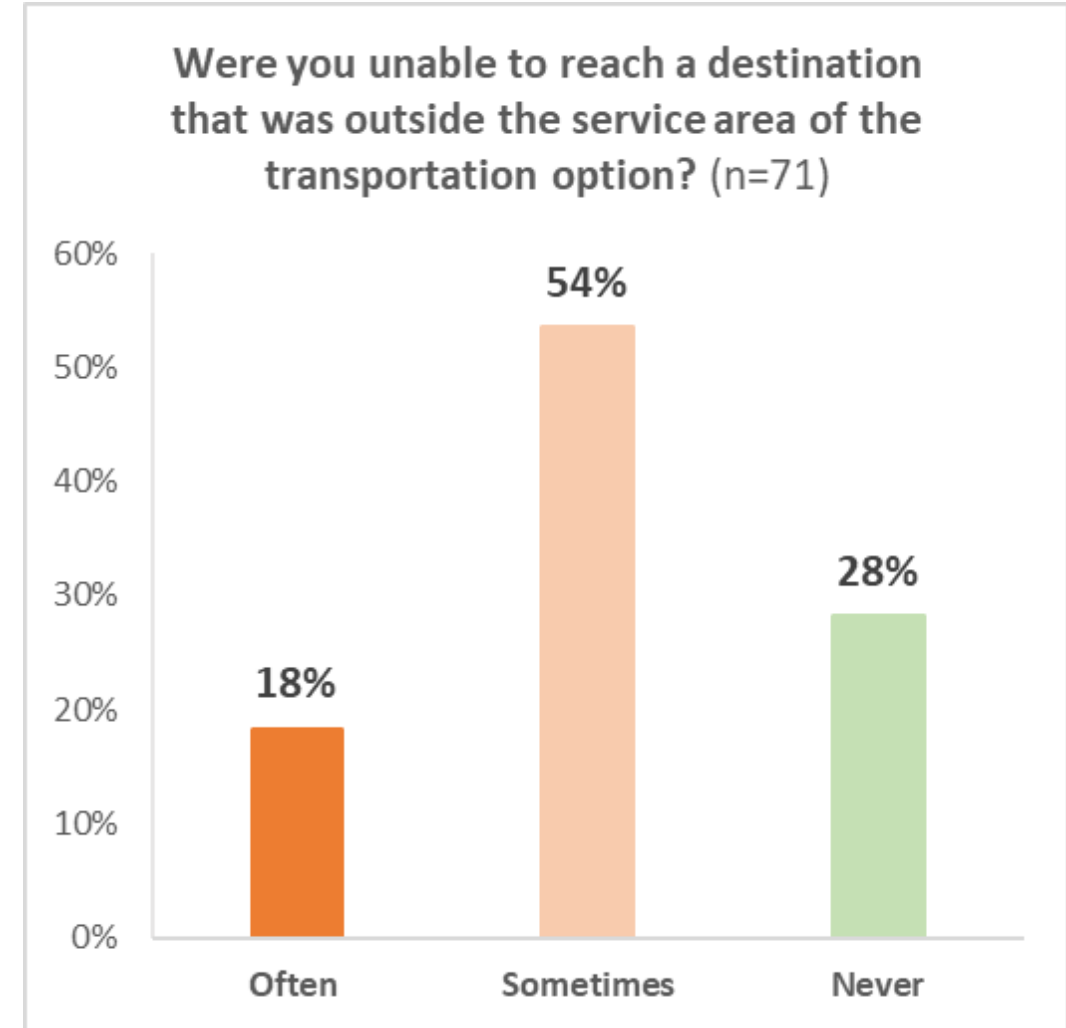
Transportation Options

Do you currently use the following options to get to where you need to go? (n=90)



Transportation Insecurity

- Problems with transportation cause most respondents to wait and be late.
- Problems with transportation interrupt respondents' plans.
- Transportation insecurity contributes to stress among respondents.
- Most respondents cannot reach all the destinations they would like to, given their current transportation options.



Transportation Issues

The following are the top five transportation issues are ranked by greatest significance to least significance for respondents, where for each issue, the percentage in parenthesis represents the total respondents that rated the issues as a three, four or five on the 1-5 scale.

- 1. Service hours are limited. (82%)**
- 2. Options for traveling beyond the border of Milwaukee County are limited. (80%)**
- 3. Rides are required to be scheduled too far in advance and are not on-demand. (78%)**
- 4. Real-time tracking for on-demand services is limited. (76%)**
- 5. Wait times are long. (75%)**



Open Ended Questions

Q: What destinations do you have challenges reaching using existing transportation options? (n=34)

- Nearly two-thirds of the respondents (63%) reported having challenges getting to destinations that meet their daily needs, including grocery shopping and doctor's appointments, as well as haircut appointments, pharmacies, general shopping and work.
- Almost half of respondents (42%) reported having challenges travelling beyond the Milwaukee County border using existing transportation options.

Q: Where do you look for information about transportation options? (n=28)

- Most respondents learn about transportation options by word of mouth (27%), including through friends and family and healthcare providers, through online resources (27%). A smaller number of respondents learn about transportation options through printed resources (15%). Also, about one in five responses (19%) indicated that they did not know where to look for information about transportation resources.



Q: Is there anything else you would like to comment on related to transportation options or barriers in Milwaukee County? (n=30)

- **Accessibility** related comments were most frequently shared. Comments in this category included:
 - “The time to get to the ride after the driver arrives is too restrictive.”
 - “A need for wheelchair assistance getting into buildings.”
 - “[Drivers] need to park as close to the curb in order for patients to get off. Most of the time, drivers park in the middle of the street putting patients at risk of getting run over by incoming traffic.”
 - “A need for more accessible transportation providers.”
 - “A need for more accommodations for deaf individuals.”
 - “Quite often, minivans and 4X4 vehicles are used to transport patients with disabilities like me. It is very difficult and painful to access the passenger sit.”
 - “Ramps should be added to improve accessibility.”
- Comments related to **wait times**, included:
 - “Wait times are too long.”
 - “I have to wait an hour before I am picked up from my appointment.”
 - “I am having problem waiting for transportation coming back home, wait time between 1-2hrs. I have to wait too long to get picked up.”
 - “I have to wait for a return home for grocery shopping.”
 - “It is difficult to obtain rides on short notices to Walgreens or groceries, hair salons, and church.”
 - “For pick up back to home, too long of wait.”
- One comment was specific to **fixed-route transit**:
 - “Enclosed bus stops, with heat in the winter.”



Moving towards solutions

- Collaborating with neighboring counties via Wisconsin Association of Mobility Managers to coordinate transportation and pursue grants to fund cross county transportation
- Participating in the Same Day Taxi Task Force to re-envision and plan the service
- Working with DHS to shape the state-wide resource directory for transportation services
- Advocating for more funding for fixed route and specialized transportation funding on the local and state level.
- Conducting outreach and engagement in the community to education about options
- Improving coordination among providers during client referrals





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