8. Strategies and Actions to Address Gaps and Improve Efficient Service Delivery

The Strategies and Actions listed below were derived in part from previous Coordinated Plans and discussions with the RTCC in 2018 and 2019.

1) Of eligible projects listed in FTA Circular 9070.1G or future 5310 circulars, prioritize the following list of projects for Section 5310 funding, as they will address identified gaps and barriers. Thereafter prioritize any projects that are open to the public, as a means of avoiding unnecessary segregation of services. See https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070_1G_FINAL_circular_4-20-15%281%29.pdf.

   - Pooled resources - Vehicle washing, Gas purchases, Replacement parts, Vehicle maintenance
   - Group Insurance
   - Driver/Mechanic Training *(Current New Freedom project sponsored by Center for Disability Services addresses this)*
   - Shared dispatch, call center, or other system allowing shared seats among agencies and public
   - Other Shared services
   - Information sharing
   - Travel/mobility training
   - Coordinated emergency management
   - Census of available vehicles and available services

2) Verify the method to be used to prioritize the strategies within the competitive selection process for federal funding.

3) Reach out to OPWDD and/or the NYS Developmental Disabilities Planning Council to participate in the RTCC and to learn more about their policies and practices that impact transportation needs and services for transportation disadvantaged populations.

4) Continue to hold workshops similar to the recent "Tools of the Trade" workshops. These may be up to a day-long workshop with multiple sessions to support providers of human services transportation in providing quality and efficient services. A workshop also provides an excellent opportunity for creative partnerships to emerge.

5) Seek transportation providers, or other groups that may not be transportation providers but support seniors or people with disabilities, to present at RTCC meetings about the services they provide and the issues they encounter. Develop a template for the presentations and information to be shared. At the conclusion of presentations invite the RTCC to brainstorm on how to help with issues and encourage coordination.

6) Encourage human services transportation providers to enter into mutually beneficial partnerships, for example as providers for Medicaid transportation, the Alliance for Better Health's Circulation system, or other similar systems.

7) Facilitate completion of ADA Transition Plans and associated physical improvements to continue to work toward a safe and accessible sidewalk system that people can use for daily needs. Continue to incentivize and prioritize inclusion of accessible features in federally funded transportation projects through CDTC's Transportation Improvement Program (TIP) merit evaluation process for candidate projects.

8) Smart Growth – Identify mechanisms, such as education and outreach, potential incentives and other means to improve decision making for the location-efficient siting of facilities and housing serving transportation disadvantaged populations.

9) Explore opportunities for coordination for other federal programs that fund transportation components but are not funded through FTA or FHWA.
(See: http://www.unitedweride.gov/NRC_FederalFundingUpdate_-_Chart.pdf Dated 12/2012).
According to the Federal Funding Update there are about 80 federal programs that have some transportation funding and service components, with the largest of these being Medicaid followed by Aging.) Also see: http://www.gao.gov/assets/670/667375.pdf. Appendix II lists: Identified Programs from the Department of Health and Human Services, Department of Transportation, and Department of Veterans Affairs That Fund or Provide Transportation for Older Adults.

10) Next survey – ask providers for the number of agency and personal vehicle miles travelled in the last year in providing rides to clients?

11) Present the Coordinated Plan to the Policy Board

12) Clarify disposal and transfer rules for vehicles acquired with FTA Section 5310 funds, and if allowed, encourage transfer to other agencies in need.

13) Research best practices for public charging for electric mobility devices, and encourage implementation.

14) Widely distribute the Senior Transportation Guide produced with the Albany Guardian Society.

15) Undertake additional research or regional conversations to document the extent and severity of isolation, and consider methods to reduce negative impacts.

Strategies and Actions from the 2015 Coordinated Plan

Prioritize projects for Section 5310 funding that will address previously identified gaps and barriers.	All funded projects have filled identified need in the equipment or client services categories. Aside from travel training through CDTA, there have not been mobility management or coordination-type applications.
Reach out to NYS Department of Health, OPWDD and Veteran's groups to participate in the RTCC.	The Veterans Agency has been participating. The NYSDOH participates in the 5310 review committee. Staff has not successfully involved OPWDD.
Organize and hold a Workshop on Tools to Improve Human Service Agency Transportation Service Quality and Efficiency.	CDTC held a full-day workshop in April of 2016 and a half-day workshop in May of 2018.
Restructure the RTCC meetings to foster better communication, information sharing and coordination among service providers.	Presentations were provided at four RTCC meetings.
Ensure that listings of available paratransit services within the Capital District's four counties are included in the 511NY paratransit services listings. Explore use of 211 as a resource for human service agency transportation.	This has not occurred. NY Connects has proven to be a more updated and relevant resource for transportation information in the Capital Region.
Smart Growth – Identify mechanisms, such as education and outreach, potential incentives and other means to improve decision making for Location Efficient Siting of Facilities/Housing serving transportation disadvantaged populations.	This has not occurred.
Facilitate completion of ADA Transition Plans and associated physical improvements to continue to work toward an accessible regional transportation system. Include a method to incentivize and prioritize inclusion of accessible features in federally funded transportation projects through changes to CDTC's Transportation Improvement Program (TIP) merit evaluation process for candidate projects.	CDTC collected precise location for all sidewalks within the Capital Region, and distributed databases to each municipality for use in creating their Transition Plans. The TIP merit evaluation process includes an incentive to for projects implementing a Transition Plan.
Explore utilization of A Framework for Action - a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation.	This has not occurred.
Explore opportunities for coordination for other federal programs that fund transportation components but are not funded through FTA or FHWA.	This has not occurred.