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Governor's Interagency Transportation Coordinating Committee's 2014 Annual Report

Submitted to
Governor Paul R. LePage
and the
Joint Standing Committee on Transportation

By The
Maine Department of Transportation
Maine Department of Health and Human Services
Maine Department of Labor

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COMMITTEE BACKGROUND

The Governor's Interagency Transportation Coordinating Committee (ITCC) was established pursuant to Public Law 2009; Chapter 130 entitled "An Act to Implement the Recommendations of the Governor's Interagency Transportation Coordinating Committee." This piece of legislation formalized into law the collaborative efforts of three state agencies in the delivery of passenger transportation services in Maine. Specifically, the law mandates that the commissioners (or their designees) of Transportation, Health and Human Services and Labor serve on the committee to promote efficiency, cooperation and strategic planning for public transportation purposes.

State agency coordination of transportation services dates back to 1993, when the former Maine Departments of Human Services and Mental Health & Mental Retardation worked with the Department of Transportation to designate regional geographic boundaries in an effort to provide "efficient and cost effective transportation services to children, elderly persons, persons with disabilities and the general public" and equity among the various transportation providers.

The interagency efforts were further strengthened when Governor Baldacci issued an Executive Order on December 20, 2004, establishing an interagency coordinating committee in response to a February 2004 Executive Order of the President of the United States establishing such a committee at a federal level. The committee would also assist the state in carrying out activities in response to a United State's Supreme Court decision *Olmstead v. L.C.* in 1999, which directed the federal government to assist states in developing a plan to provide services to individuals with disabilities in a least restrictive setting. Commissioners from the Maine Departments of Transportation ("MaineDOT"), Health and Human Services and Labor named representatives to serve on the Interagency Transportation Coordinating Committee and their work began in the spring of 2005.

Members of the Interagency Transportation Coordinating Committee subsequently developed a strategic plan for the purpose of identifying the state's goals at improving methods of the delivery of passenger transportation, increasing effectiveness and efficiency and improving universal mobility for Maine citizens and visitors. The plan outlines the following six goals: 1. Increase efforts at education and outreach; 2. Consolidate access; 3. Reduce regulatory barriers; 4. Coordinate planning; 5. Standardize cost allocation; and 6. Document successful models of services.

The MaineDOT's Statewide Locally Coordinated Transit Plan (LCTP) is an additional tool used by the committee to review current fixed route and demand response mass transportation services and to identify opportunities for enhancing these services. Development of the LCTP offers the service providers and transit users an opportunity for structured dialogue concerning the opportunities and obstacles to providing efficient and productive mobility for travelers in Maine. The LCTP also serves as the basis for federal and state funding of public transportation projects in both rural and urban areas of Maine.

2014 COMMITTEE ACCOMPLISHMENTS

The ITCC strategic plan provides the framework by which the committee measures its progress in meeting its mission to promote efficiency, cooperative effort and strategic planning for public transportation. Below are highlights of the committee's accomplishments in 2014:

1. Interagency Transportation Coordination Committee's participation in the Statewide Transit Strategic Plan

The work effort of the ITCC was part of a major planning study by the MaineDOT entitled, *Statewide Transit Strategic Plan 2025*-- a comprehensive analysis of transit services in Maine. Specifically, the study provides recommendations in prioritizing service improvements, identifying performance measures and responding to the evaluation of expanded transit services. The plan takes a holistic approach to evaluating surface passenger transportation initiatives, programs and funding sources including interagency coordination of public and social service transportation, transportation operation/capital plans of the eight transit districts, connectivity with passenger and commuter rail, ferry service, and capital improvements for intermodal facilities. The plan has a particular focus on Maine's aging population and assesses and makes recommendations to meet the elderly transportation needs statewide. In addition, the plan makes recommendations on best practices for transit planning and funding strategies.

The ITCC will continue to participate wherever appropriate in MaineDOT's Statewide Transit Strategic Plan 2025 to ensure that transportation resources are allocated appropriately and efficiently. In part, the study provides recommendations in prioritizing service improvements, identifying performance measures and responding to the evaluation of expanded transit services. The foremost purpose of this study is to identify areas of inefficiencies, unmet need and opportunities for cost-savings.

2. MaineCare Transportation Broker

In 2014, the ITCC continued to focus much of their time discussing the major impact to regional transit operations from the MaineCare transition from the traditional transportation provider as the broker to a fully brokered system for non-emergency medical transportation (NEMT) for MaineCare recipients. The Department of Health and Human Service's MaineCare Division complied with the provisions of the federal Centers for Medicaid & Medicare Services ("CMS") brokerage rule. Following a problematic first year of brokered services in six of the eight regions, MaineCare terminated one broker's contract and re-bid the affected regions. Throughout the year, the ITCC received on-going updates regarding broker issues and progress reports on the second Request For Proposals (RFP). Information was shared on initial success of the second RFP.

3. Locally Coordinated Transit Plan Report (aka *Biennial Operations Plan*)

The Locally Coordinated Transit Plan (LCTP) has replaced the Biennial Operations Plan and reports out on the prior five years of transportation services by region including major accomplishments, strategies for meeting local needs; and, prioritization of transportation services for funding and implementation. Other elements identified in the LCTP include a greater focus on unmet demand and service gaps including cost estimates for remediation; identifying the importance of local transit to a region, and the establishment of potential projects by priority.

The Federal Transit Administration requires a coordinated plan of local transit services in order to apply for funds from the Elderly and Disabled Individuals Transportation Program (FTA Section 5310). Coordination of public/private transit and human service transportation is vital in stretching transportation dollars and maximizing services for persons with disabilities, older adults and individuals with low incomes. Every five years, a coordinated plan will be developed through a process that includes representatives of public, private and nonprofit transportation and human service transportation providers as well as members of the public. Documenting the planning process will help to eliminate questions and confusion, be evidence of Maine's coordination efforts and help in the creation of a written locally developed coordinated plan. The next LCTP is scheduled for completion in 2017.

The MaineDOT will schedule Regional Plan Advisory Committee ("RPAC") meetings this spring (2015) to host a series of discussions regarding transit services. A summary of the discussions will be submitted to the ITCC for consideration and then published as an update in the Locally Coordinated Transit Plan later this year. In addition, RPACs will receive advance information regarding provider identified service gaps and identified goals from the Statewide Transit Strategic Plan (STSP) to ensure that a more thorough and comprehensive dialogue is held at the meetings. Specifically, notices to participate at the meetings are sent to key state agencies, municipal officials, advocacy groups and the general public. This process has proven successful in identifying comprehensive transportation issues which are then shared with the ITCC and will be utilized in implementing the STSP.

INVENTORY OF CURRENT SERVICES

There are various federal, state and local programs that provide services to the transportation disadvantaged as well as the general public. A brief description of transportation services provided by each of the member agencies of the Interagency Transportation Coordinating Committee is provided below.

Maine Department of Transportation

Bureau of Planning

Multimodal Planning Division

The Bureau of Planning's mission is to facilitate development of customer oriented policies, plans and programs in support of MaineDOT's mission to responsibly provide their customers the safest and most reliable transportation system possible given available resources.

The Multimodal Planning Division is responsible for managing and distributing financial support provided by the Federal Transit Administration (FTA) as well as funding provided in the state's transportation budget to 21 rural, small urban and urban transportation systems. The current program funding figures from the FTA FFY 2014 were \$6.8 million in non-urbanized areas and \$12.5 million in urban areas, and the current funding figure from the state budget is \$1.2 million. Additional funds are occasionally available from discretionary and competitive FTA programs, as well as state bond match for vehicle purchases.

As indicated earlier, there are 21 transit systems statewide that are divided into eight geographical regions that receive federal and state funding.. The three categories of transportation systems are regional transportation systems - demand response/flex route, urban fixed route/scheduled transit systems and rural transit systems supporting the tourist industry including Island Explorer, Shoreline Explorer, Mountain Explorer and Sugarloaf Explorer.

Regional transportation systems receive funding that serve rural areas and generally provide services to low income, elderly and Maine's disabled populations as well as the Maine Department of Health and Human Services' clients. Urban fixed route transit systems receive partial funding and use a fare system to cover operational costs and provide urban, rural, intercity and ferry services. Currently, three transportation providers also provide seasonal services. *(Source – Executive Summary, Biennial Operations Plan FY11 and FY12)*

Maine Department of Health and Human Services

MaineCare Services

Public transportation plays an important role in the daily lives of many Maine citizens. Without a doubt, one of the most vital needs for Maine's most vulnerable citizens is access to health care services. Getting to these services is the first step.

The Maine Department of Health and Human Services and the MaineDOT support each other in the State's responsibility to assure necessary non-emergency transportation of MaineCare members to medically necessary Medicaid covered services. Such transportation to covered health care services is arranged by transportation agencies, only when transportation is not otherwise available, and must be the least expensive means that is suitable to the member's medical needs.

Currently, Maine utilizes a system of Full-Service Transportation Providers that 1.) Provide transportation using Maine Department of Transportation leased vehicles and other vehicles with hired employees, 2.) Schedule other transportation when needed and 3.) Reimburse members, friends and family, and volunteers for mileage, and 4.) Pay taxis, bus companies, etc. when they provide transportation to MaineCare members. At present, MaineCare is the major funding source for the nine regional public transit systems within Maine. Specially equipped vehicles are available for MaineCare members in wheelchairs.

There are also thirteen fixed and flex route transit systems that operate in Maine year-round. These use a fare system, operate on a schedule, and include urban bus systems, intercity services and ferry systems. Fixed route transit systems are utilized by MaineCare members for their transportation needs to MaineCare covered medical services when deemed to be the most cost effective and medically-suitable method.

Maine Department of Health and Human Services
Office for Family Independence (OFI)

The ASPIRE Program (Additional Support for People in Retraining and Employment) within OFI is charged with providing additional support to Maine families who receive Temporary Assistance for Needy Families (TANF). The goal is to provide assistance enabling families to reach the goal of employment and self-support. Assistance and support with transportation needs is provided in a variety of ways through the ASPIRE program.

Participants select the specific transportation support that meets their needs. Options include assistance with the following expenses: auto maintenance, vehicle repair, liability insurance, reimbursement for individual vehicle transportation, public transportation, and temporary private transportation. Assistance may be in the form of direct payments for a service or more often as reimbursement to the participant or the individual transporting them. In the State Fiscal Year 2014 the costs for this support totaled 4.1 million dollars.

Transportation support for ASPIRE participants is funded with a combination of Federal TANF block grant dollars, which makes up the majority, and limited State dollars.

Maine Department of Health and Human Services
Office of Child and Family Services

The target population served is all clients in the care or custody of the Maine Department of Health and Human Services without regard to income as well as low income clients who are not eligible for Maine Care. Transportation services are needed to prevent at -risk, disadvantaged individuals from further alienation from the mainstream, inappropriate institutionalization, continued abuse and neglect, and continued dependence on the social welfare system.

One funding source for this contract is Federal Social Services Block Grant (SSBG) funds. In compliance with the funding objectives of SSBG, transportation services are directed toward one of the following five goals specified by law: (1) to prevent, reduce, or eliminate dependency; (2) to achieve or maintain self-sufficiency; (3) to prevent neglect, abuse, or exploitation of children and adults; (4) to prevent or reduce inappropriate institutional care; and (5) to secure admission or referral for institutional care when other forms of care are not appropriate.

Transportation funds provide for the conveyance of eligible individuals to necessary destinations by means of private and/or public vehicles to enable persons who have no other reasonable means of transportation access to social and medical services. Target populations are: child protective cases, children in the care or custody of the Maine Department of Health and Human Services and low income individuals/families who are not eligible for Maine Care services.

FFY 14 Transportation Data	Total Number of Trips	Total Number of Miles
Low Income (SSBG)	48,669	1,047,273
Child Welfare	73,021	2,743,807
Total	121,690	3,791,080

Maine Department of Health and Human Services
Office of Aging and Disability Services (OADS)

Most agencies that contract with DHHS utilize the Non-Emergency Transportation system. There is a new statewide transportation provider that coordinates services for persons eligible for MaineCare. The link to locate services is:

http://www.maine.gov/dhhs/oms/nemt/nemt_index.html

The Office of Aging and Disability Services does not have funding specifically dedicated to transportation services. However, OADS provides \$50,000 of state funds to each area agency on aging (total \$250,000) to provide medical rides to non-MaineCare eligible elderly persons to assist in getting to medical appointments or to receive treatment. The state funded respite program allows reimbursement to a family caregiver or someone else for transportation costs

of transporting an older individual with Alzheimer’s disease to an adult day program. Most area agencies on aging reimburse their volunteers a mileage cost if associated with the provision of services – such as Meals on Wheels. The area agencies on aging as part of their Aging and Disability Resource Center function routinely assist consumers to find volunteer and non-traditional localized sources of transportation such as a church group.,

The Adult Protective Services Program has some very limited flexibility to designate funds for transportation needs based upon extraordinary circumstances and is determined on a case-by-case basis. It must also fall within pre-established limits.

Maine Department of Labor

Bureau of Rehabilitation Services - Division of Vocational Rehabilitation (DVR)

The Maine Division of Vocational Rehabilitation program assists eligible individuals (clients) with physical or mental disabilities to prepare for and achieve an employment outcome. To be found eligible, the disability or disabilities must result in a substantial barrier to employment and the individual must be able to benefit from DVR services needed to achieve the employment outcome. “Employment outcome” means entering or retaining full time employment or, if appropriate, part time competitive employment in the integrated labor market, supported employment, or any other type of employment in an integrated setting. This can also include self-employment, telecommuting, or business ownership that is consistent with the individual’s strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Integrated, with respect to an employment outcome, means a setting typically found in the community in which people with disabilities interact with non-disabled individuals.

Services are provided under an Individualized Plan for Employment that is oriented to the achievement of a vocational goal. Services provided to individuals with disabilities must be necessary to overcome the vocational barrier, must be provided as cost effectively as possible, and will be of sufficient quality to meet individual needs. All funding must be pre-authorized.

Core DVR services include such elements as vocational guidance and counseling, job training and education, job placement, and job coaching. Support services such as *transportation* are funded only when necessary for the client to derive benefit from core DVR services.

Transportation Expenses:

- Public transportation must be the transportation of choice if it is readily available in the area and matches the individual’s needed schedule. An individual may choose to use his or her own vehicle in this situation but will only be funded for gas up to the cost of a monthly bus pass for the fare. Those who are not able to use public transportation because of their disability must provide specific documentation as to why from the treating physician or psychiatrist.
- Reimbursement will be for actual expenses needed to participate in the Plan. This may include gas (based on actual mileage and miles per gallon), tolls, and parking.

- Alternative sources of funding must be explored before DVR funding is provided.
- DVR is not responsible for routine vehicle maintenance expenses.
- Funding for vehicle repairs singly or in combination over the life of the DVR case cannot exceed the value of the vehicle and must be performed by a certified mechanic who can attest to the cost/benefit of repairing the vehicle.
- Assistance with vehicle purchase will only take place if it is the most cost effective option for transportation and all other resources have been explored and utilized. Prior to authorizing such assistance there must be a determination of the individual's ability to afford a vehicle not only in terms of payments but also vehicle maintenance and insurance.
- Startup costs related to a vehicle purchase, which may also be considered for DVR funding include initial payment of registration, excise tax, and initial insurance down payment to bind coverage.

In FFY 2014 (October 1, 2013 - September 30, 2014) the Division of Vocational Rehabilitation assisted 1,111 participants with travel related to their Individual Plans for Employment through \$420, 683 in transportation expenditures, including transportation costs for gas, parking, tolls, initial excise tax and registration, and vehicle repairs. In the same time period, DVR also authorized \$248,714 for vehicle modifications for 16 participants.

MaineDOT FLEET CAPACITY

The Maine Department of Transportation's Transit Operations Section is responsible for overseeing a transit fleet of 453 vehicles, which are titled and leased to transportation providers statewide in accordance with federal and state regulations. The capital investment made to date in the procurement of accessible vehicles is approximately \$60 million.

MaineDOT vehicles support 21 transit systems and those systems fall into one of three categories such as a regional transportation system, a fixed or flex route transit system or a seasonal/tourism system and provide extensive interagency coordination between public transit and human service transportation programs.

Fifty percent of MaineDOT's passenger vehicle fleet has more than 50% of its useful life remaining. Fifty percent are within 50% of the end of their useful life. Of the older vehicles 25% are completely beyond their useful life and another 8% are close to that condition.

MaineDOT Fleet Capacity/Inventory

Vehicles by Category

Small Cutaways and Vans	195
Mid-Size Buses	179
Large Transit Buses	79
Total Fleet	453

Seating Capacity	
Ambulatory	7250
Wheelchair positions	686
<i>Percent of Accessible Vehicles</i>	<i>80%</i>

*Note: the 20% of Maine’s fleet is comprised of commuter vans and demand-response vans that cannot fully accommodate people with disabilities. However, the services do meet the accessibility guidelines in that alternative means of transportation are coordinated and referred to a service that can accommodate to ensure that a ride is available.

ISSUES ANTICIPATED FOR 2015

RPAC Review/Work Plan

The ITCC will review the results of the RPAC meetings and a new work plan will be developed which focus on these priorities along with continued efforts to examine data collection processes, efficiencies and effectiveness of service.

Brokered Non-Emergency MaineCare Transportation

The ITCC will continue to monitor the brokered system and any effects it may have either positive or negative on transportation coordination in Maine.

Statewide Transit Strategic Plan 2025

The ITCC will be involved with the implementation of the STSP’s goals to improve transit services in Maine.

CONCLUSIONS

The focus of the committee’s work during this past year has been the Statewide Transit Strategic Plan and the issuance of new MaineCare transportation brokerage RFPs in several transit regions. The work includes identifying the loss of statistical transit data normally collected through the LCTP process. A large amount of ridership data is no longer obtainable through the regional transit providers as transportation brokers now collect this information. Strategies for collecting this information will need to be developed.

Transportation policy changes will continue to be revisited in the coming year and the committee is looking forward to continued cooperation and collaboration with the various transportation stakeholders.

Specifically, the ITCC will continue to focus on strategies such as improving the delivery of services, examining regulatory issues, increasing community involvement in the transportation planning process and working with the STSP Advisory Committee in evaluating transportation services and programs for efficiencies and increase access to transportation services.

APPENDIX A – 23 MRSA §4209 as amended by Public Law 2009, Chapter 130:

Title 23: HIGHWAYS Part 5: DEPARTMENT OF TRANSPORTATION Chapter 410: DEPARTMENT OF TRANSPORTATION

§4209 Public transportation administration

1. Geographic regions. The Department of Transportation shall divide the State into a number of geographic regions for regional distribution of state-administered transportation funds. Upon designation of the geographic regions, a regional public transportation agency must be selected from each region to formulate a biennial regional operations plan. Selection of regional public transportation agencies must be by the Department of Transportation in collaboration with the committee established in subsection 1-A. The Department of Transportation shall establish a schedule for submittal of the biennial regional operations plan and shall reference these plans in its biennial transportation improvement plan submitted to the Legislature.

[2009, c. 130, §1 (AMD) .]

1-A. Interagency Transportation Coordinating Committee. The Interagency Transportation Coordinating Committee, referred to in this section as "the committee," is established to promote efficiency, cooperative effort and strategic planning for public transportation between the Department of Transportation, the Department of Labor and the Department of Health and Human Services.

A. The committee consists of the Commissioner of Transportation, the Commissioner of Labor and the Commissioner of Health and Human Services or the designees of the commissioners. [2009, c. 130, §2 (NEW).]

B. The committee shall meet at least twice each year. [2009, c. 130, §2 (NEW).]

C. The Commissioner of Transportation shall designate the chair of the committee. [2009, c. 130, §2 (NEW).]

D. The committee shall designate a catchment area for MaineCare transportation providers. [2009, c. 130, §2 (NEW).]

E. The committee shall submit a report on its deliberations and any recommendations by February 15th each year to the Governor and the joint standing committee of the Legislature having jurisdiction over public transportation matters. [2009, c. 130, §2 (NEW).]

[2009, c. 130, §2 (NEW) .]

2. Biennial regional operations plan. The biennial regional operations plan submitted by each regional public transportation agency must provide for the following:

A. Maximum feasible coordination of funds among all state agencies that sponsor transportation in the region; [1987, c. 428, §1 (AMD).]

B. Development and maintenance of a permanent and effective public transportation system, with particular regard to riders who are low-income or elderly or who have disabilities; [2009, c. 130, §3 (AMD).]

C. Participation of private transit operators in the service, to the greatest extent possible; [2009, c.

130, §3 (AMD).]

D. Conformity with general operations requirements as may be prescribed by the commissioner; and [2009, c. 130, §3 (AMD).]

E. Compliance with any appropriate federal regulations, including but not limited to the federally required locally coordinated plan. [2009, c. 130, §3 (NEW).]

In years in which no biennial plan is required, amendments to the effective operations may be submitted. Approval of each regional operations plan must be by the Department of Transportation in collaboration with the committee. Upon approval, all agencies, groups or organizations named to participate in the provision of service in accordance with a regional operations plan are eligible to receive funds administered by the Department of Transportation and the Department of Health and Human Services.

[2009, c. 130, §3 (AMD) .]

3. State assistance. Within the limits of available funding, the department shall provide assistance as follows:

A. Planning and technical assistance, information transfer, capital and operations planning, performance monitoring and evaluation, quality assurance, accounting, assistance with management information systems and service reporting to a regional operations plan drafter or transportation provider and securing of provider compliance with the requirements of other state agencies in these areas; [1987, c. 428, §2 (AMD).]

A-1. Act as mediator and, if necessary, final arbiter of disputes between state agencies and transportation providers regarding service; [1987, c. 428, §2 (NEW).]

A-2. In consultation with the Bureau of Insurance, advise transportation providers regarding the liability of volunteer drivers; [1991, c. 859, §1 (NEW).]

B. Capital assistance to transportation providers for up to 100% of the nonfederal share required by federal assistance programs; [1991, c. 103, (AMD).]

C. Operating assistance to transportation providers in an amount up to 1/2 of the operating deficit incurred in fulfillment of the biennial regional operations plan; and [1987, c. 428, §2 (AMD).]

D. Notwithstanding any other provision of law and except as funds are necessary to carry out the object of this section, funds appropriated for public transportation shall not lapse at the end of a fiscal year, but shall be carried forward from year to year to be expended for the same purpose. [1985, c. 174, Pt. E, (NEW).]

[1991, c. 859, §1 (AMD) .]

4. Human services assistance; priorities. The committee shall act to coordinate purchase of service contracts and serve in an advisory capacity to the department in matters concerning public transportation. In the event that transportation funds for human services programs are insufficient for full implementation of the human services portion of an approved biennial regional operations plan, priorities established by the Department of Health and Human Services determine the priority clients that must be initially served by human services funds. Members of the committee and their contractors shall actively engage local transportation providers in the planning of new services that are expected to have a transportation component.

The Department of Health and Human Services and the Department of Labor shall ensure that any new service to be provided is adequately funded to cover the costs of the transportation component of the

program.

[2009, c. 130, §4 (AMD) .]

5. Intercity service. Intercity service shall be service designated as such in a public transportation plan developed by the department. Intercity service planning shall fulfill the requirements set forth in subsection 2 and shall address public transportation needs that cannot be met by regional operations planning. The State may contribute to the nonfederal costs of intercity service.

[1979, c. 505, §4 (NEW) .]

6. Letters of credit; reporting requirements; general powers. To further the purposes of this section, the Department of Transportation may do the following:

- A. Make available letters of credit or other appropriate assistance to transportation providers faced with unavoidable difficulties in securing day-to-day operating expenses; [1979, c. 505, §4 (NEW).]
- B. Investigate all practicable ways that reporting requirements might be unified to reduce the paper workload for state and regional public transportation administration; and [1979, c. 505, §4 (NEW).]
- C. Exercise all powers necessary, convenient or incidental to assuring the development and maintenance of effective public transportation service throughout the State. [1979, c. 505, §4 (NEW).]

[1979, c. 505, §4 (NEW) .]

7. Review.

[1987, c. 428, §4 (RP) .]

SECTION HISTORY

1979, c. 505, §4 (NEW). 1981, c. 493, §2 (AMD). 1981, c. 559, (AMD). 1983, c. 812, §144 (AMD). 1985, c. 174, §E (AMD). 1987, c. 428, §§1-4 (AMD). 1991, c. 103, (AMD). 1991, c. 859, §1 (AMD). 1995, c. 560, §K82 (AMD). 1995, c. 560, §K83 (AFF). RR 1995, c. 2, §§47,48 (COR). 2001, c. 354, §3 (AMD). RR 2003, c. 2, §§83,84 (COR). 2009, c. 130, §§1-4 (AMD).

APPENDIX B – ITCC Strategic Plan (Updated 2012)

Goal I – Education and Outreach

To develop an education plan for coordinated human service transportation resulting in enhanced customer access at the local level for individuals with disabilities, older adults and individuals with lower incomes.

Deliverables

1. A standardized rider education packet will be developed for distribution;
2. A standardized training curriculum will be developed for transportation providers to ensure accurate, complete and consistent information is communicated to the rider;
3. An operator's manual will be developed ensuring all accepted practices are understood and followed; and
4. A one-stop shop call center will be implemented ensuring up to date accurate travel information is available to potential riders.

Goal II – Consolidated Access

To develop a comprehensive and coordinated transportation system by simplifying access to transportation services and enhancing customer service.

Deliverables

1. Provider goals will be established enhancing service to riders;
2. A method allowing for all regional groups including riders, providers and funding agencies to meet on an annual basis will be developed;
3. One State agency will assume responsibility for managing all transportation;
4. Enhanced scheduling software will be used by providers whenever feasible;
5. Standardized reporting of trip cost and data will be developed; and
6. Volunteer driver rate of reimbursement will be tied to State employee's mileage reimbursement rate.

Goal III – Regulatory Barriers

To reduce restrictive and duplicative laws, regulations and programs related to human service transportation at the federal and/or state level.

Deliverables

1. Requirements for issuance of buss passes will be simplified;
2. One state agency will assume responsibility for managing all transportation;
3. All vehicles funded with state or federal dollars will be open to referrals from the Regional Transportation Provider;
4. Mixing of riders in volunteer vehicles will be clarified by policy;
5. A new source of revenue to support transportation will be found;
6. All trip requests will be made through a Regional Provider; and
7. Volunteer mileage rate, at a minimum, will be tied to state employee's mileage reimbursement rate.

Goal IV – Coordinated Planning

To ensure comprehensive planning for the coordination of human service transportation for individuals with disabilities, older adults and persons with lower incomes.

Deliverables

1. Goals will be established for improved provider service;
2. A method allowing for all regional groups, provider, agencies, riders to meet on an annual basis will be developed;
3. One state agency will assume responsibility for managing transportation;
4. The Biennial Operations Plan process will be improved upon, including more involvement from riders, funding agencies and all providers within a region;
5. Enhanced scheduling software will be used whenever feasible; and

6. On-going regional reviews will be conducted by the Governor's Interagency Transportation Coordinating Committee.

Goal V – Cost Allocation

To standardize cost allocation processes.

Deliverables

1. A method of standardized cost allocation will be developed;
2. Enhanced scheduling software will be used wherever feasible; and
3. Standardized reporting of cost/trip data will be developed.

Goal VI – Useful Practices

To document successful strategies in coordinating human service transportation at the federal, state, tribal and local levels.

Deliverables

1. The Biennial Operations Plan process will include reviews of coordination efforts and demonstrated useful practices (both implemented and planned); and
2. The Governor's Interagency Transportation Coordinating Committee (or sub-committee) will conduct regional review ensuring coordination and useful practices are documented.

APPENDIX C – ITCC Committee Membership

Maine Department of Transportation – Bureau of Transportation Systems Planning

William J. Hurley, Transit Supervisor, Multimodal Planning Division

Susan Moreau,

Barbie Lord, Transportation Planning Analyst

Maine Department of Health and Human Services

Vacant, Manager, Community Programs, Office of Elder Services

April Gostin, Research & Planning Associate, Non-Emergency Transportation, Office of MaineCare Services

Dawn Q. Croteau, ASPIRE Program Manager, Office of Family Independence

Ryan Roberts, Program Specialist, Office of Child & Family services, Community Partnerships

Roger Bondeson, Director of Operations, Office of MaineCare Services

Maine Department of Labor

Cathy Singleton, Casework Supervisor, Bureau of Rehabilitation Services