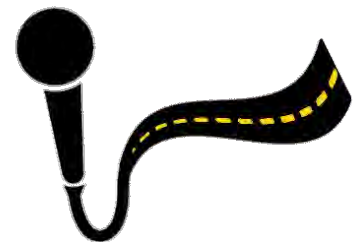


June 8, 2022

Connecting Carroll County

TRANSIT TALK





Transportation Association of Maryland

John Duklewski
Executive Director











Who Rides?

- Persons without personal vehicles
- Persons with Disabilities
- Seniors

Where to?



MEDICAL
APPOINTMENTS



GROCERY STORES



EMPLOYMENT

Who pays?

- Federal Transit Administration
(5307 & 5311 Grant Programs)
- State of Maryland
- Local Funding
- Rider Fares

Who benefits?



Aging in Place

- People outlive their ability to drive by 7-10 years
- Cost efficient health care
 - Over \$120,000 annual nursing home costs

Aging in Place

Can't be done without mobility!



Business

- Connects customers
- Expands labor pool
- Increases productivity



Employment

- Transit creates mobile workers
- Transit prevents unemployment
- Transit supports health care



If not transit, then...



If not transit, then...



If not transit, then...



If not transit, then...



Present Challenges

- Inflation & Supply Chain Issues
- Driver Shortage
- Aging population

Potential for Growth

- Microtransit
- Watering Transit Deserts
- Expanding service

Potential for Partnership



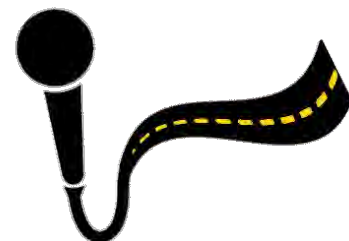
Symbol of Freedom



Contact Info & Social Media

- www.taminc.org
- tam@taminc.org
- 410-553-4245
- Twitter: @TAMINC_MD
- Facebook: TAMofMD
- Instagram: TAMofMD

Carroll County Health Department



Medicaid Non-Emergency Medical Transportation (NEMT)

Wendy Higgins
Amanda Haugh

NEMT

- NEMT is an important benefit for Medicaid beneficiaries who need to get to and from medical services, but have no means of transportation.
- The Code of Federal Regulations requires States to ensure eligible, qualified Medicaid beneficiaries have NEMT to take them to and from medical providers.

Carroll County Health Department

- Determine Eligibility and Qualification
- Arrange Transportation
- Provide Transportation Resources

Scope of Services

The Transportation Grant covers non-emergency medical transportation for Maryland Medicaid participants who do not have restricted eligibility (such as Qualified Medicare Beneficiary), with safety-net transportation to medically necessary, Medicaid eligible services when no other source of transportation exists.

NEMT is the Transportation of Last Resort

Key Points

- The program covers all modes of transport (ambulance, wheelchair van, sedan, aircraft etc.), however, it is a scheduled, shared ride program for transportation during normal business hours
- Advance notice is required for scheduling purposes, but the regulation requires a minimum of 24 hours advance notice
- Certain allowances are made whenever possible for oncology and dialysis transports, hospital discharges and aeromedical evacuation

Transportation Services

Contracted Vendor-On demand services

Shuttle

Gas Reimbursement

Community Resources

Provided by Facility

Eligibility Determination

- The applicant is a Maryland Medicaid recipient and is potentially eligible for transportation
- The requested transportation is necessary in order for the recipient to receive needed medical care
- Recipients are being transported to a Medicaid or Managed Care Organization (MCO) provider
- The medical service is covered by Medicaid
- The most efficient and cost effective mode of transport to meet the recipient's needs is being provided
- The requested transportation is not covered by another segment of the program or is otherwise prohibited by regulations
- There is no other means of transportation available to the recipient

Qualification

- Does recipient or family member own a vehicle
- Availability of vehicles owned by friends or relatives not in households
- Any voluntary transport services by private citizens, public or private agencies
- How recipient accesses non-medical services, such as grocery store
- Can recipient walk to medical service
- Public transportation available between home and medical service
- Is recipient mentally or physically disabled
- Is medical service required on frequent or ongoing basis (chronic illness)
- Can appointment be rescheduled

Detailed Analysis – MCO v. Fee For Service

- MCO – Health Choice
 - Transport to the Provider of Choice
- Fee-for-Service
 - Beacon Health
 - Authorization Number Needed
 - Non-MCO Participants
 - Transport to closest appropriate provider

Detailed Analysis - Dual Eligibility

- Medicare Participants AND:
 - SLMB
 - QMB
 - Transports from Skilled Nursing Facilities
- When Does Medical Assistance Pay?
 - EOMD
 - Participating Provider

LIMITATIONS

- Transportation to or from VA hospitals unless it is to receive treatment for a nonmilitary condition.
- Transportation to or from any correctional facility, state facility, or mental institution when committed to that facility.
- Transportation to or from any residential facility for a treatment that is available to residents at that facility (ie. Nursing home – PT, X-rays, Lab work, Nursing Services)
- Transportation to receive non-medical services.
- Transportation between a medical day care facility, Day-Habilitation, Community Rehabilitation and the recipient's home.
- Transportation of non-Medical Assistance recipients.
- Trips for purposes related to education, recreational activities or employment.
- Transportation of anyone other than the recipient, except for an attendant of a minor or when certified as medically necessary
- Ambulance service for a recipient who does not need to be transported in a prone position.

Transportation Resources

- Community Resources referral to organizations and programs which might be able to provide transportation and otherwise arrange for transportation when appropriate
- 2-1-1 Maryland <http://www.211md.org/>
- MTA Maryland www.mta.maryland.gov
- Transportation Resource Information Point (TRIP) www.mdtrip.org/learn-to-ride/accessibility/
- Local Health Fairs
- Office of Population Health Improvement (OPHI)
- Health and Human Services Agencies



QUESTIONS?

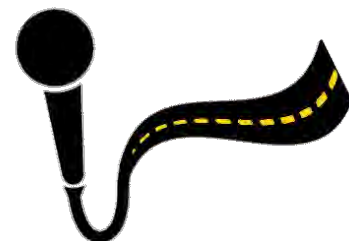
NEMT Program - 410-876-4813



William Rosenberg

www.butlermedicaltransport.com

1-888-602-4007



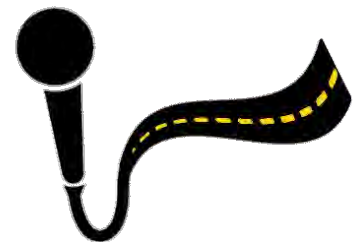


RIDE WITH US

Crystal Winebrenner

cwinebrenner@rwu.today

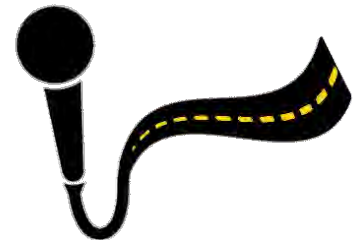
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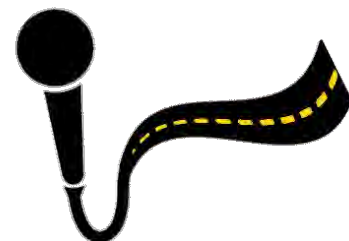
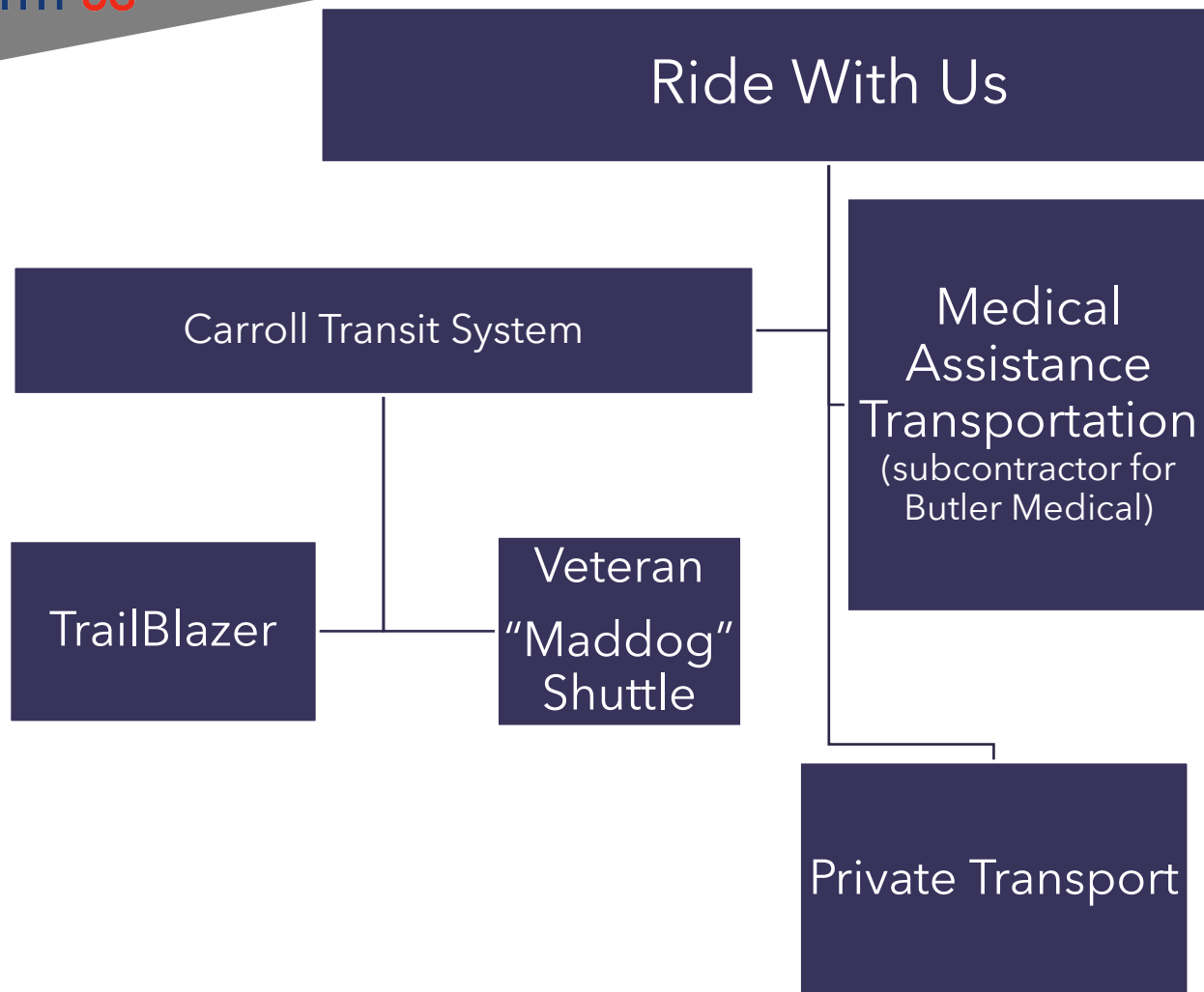




What can RWU do for you?

- 🚌 What is Ride With Us? RWU is a private non-profit 501(c) 3 established in 2016 and provides NEMT and private transportation services based out of Westminster, MD.
- 🚌 RWU serves Carroll County residents both in and outside of the county. There are no restrictions on service areas.
- 🚌 RWU provides door-to-door services Monday through Friday 6 am to 6 pm and on Saturday 6 am to 4 pm.
- 🚌 RWU provides transportation to both ambulatory passengers and those passengers using wheelchairs.
- 🚌 Anyone can use RWU for any reason and private transports require no qualification process.
- 🚌 RWU currently holds the contract with Carroll County Government to provide public transit services as well as Veteran Shuttle services in addition to being the sub-contractor for Butler Medical Transport to provide ambulatory and wheelchair medical assistance transports in Carroll County.



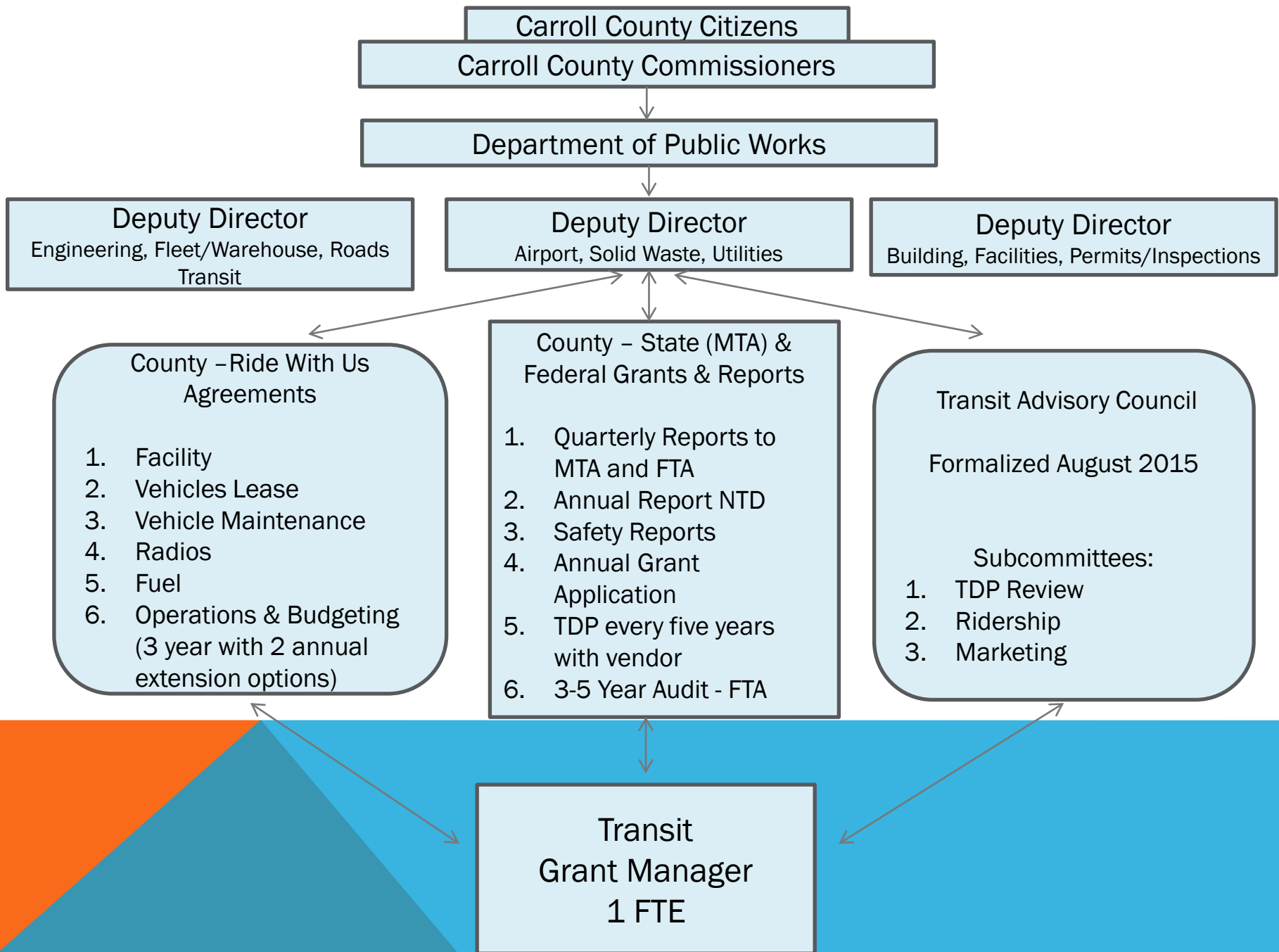


CARROLL COUNTY TRANSIT ADVISORY COUNCIL

PRESENTATION TO

TRANSIT TALK

JUNE 8, 2022



The TAC will act in the capacity of an advisory board to the Board of County Commissioners of Carroll County in business related to the TAC's mission.

The mission of the TAC is to advocate for and assist with the implementation of the Carroll County Transportation Development Plan.

The bottom of the slide features a decorative design with overlapping geometric shapes in orange and blue. The text "MISSION STATEMENT" is centered in white on a blue background.

MISSION STATEMENT

- Transit Advisory Council bylaws identified since founding document
- Formalized 11/14/16
- Member Composition - 7 voting members, ex-officios
 - Voting Members have three-year terms
 - Applications available on the county website “Boards and Commissions”
 - Subcommittees
 - Executive
 - Patron Experience
 - Transportation Development Plan (TDP)
 - County Administration – Department of Public Works
- TAC meets bimonthly with committees meeting alternatively as needed

TAC COMPOSITION

- Support the Transportation Development Plan (TDP) process and implementation
 - Connect with County Government, Transit Vendor, MTA council
 - Vendor relationship per the Maryland Transit Administration for TDP
- Represent ridership needs, recommendations, etc. for improved access to transit services
 - Elderly
 - Disability
- Marketing and Awareness
 - Service Availability
- Support expanded Trailblazer and Demand Response services
 - Pulse on current needs related to existing services and costs



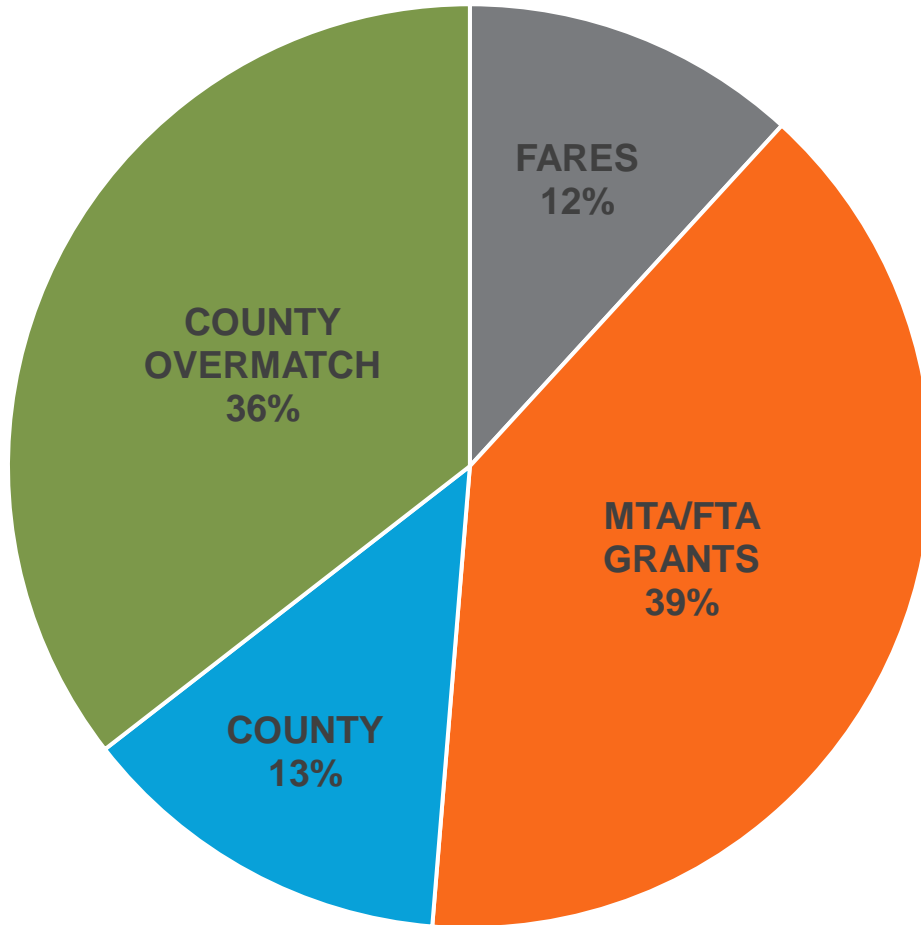
CURRENT PRIORITIES

- Technology Expansion and Utilization
 - Smartphone Application and Electronic Payment
 - Real-Time Transit Information
- Support Staffing of Transit Services
 - Consider Mobility Manager



CURRENT PRIORITIES

ANNUAL BUDGET \$2 MILLION



RIDERSHIP

26% Trailblazer

74% Demand Response

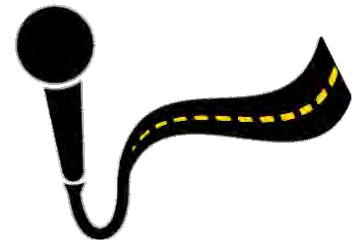
COSTS AND INVESTMENTS



TRANSIT ADVISORY COUNCIL RELATIONSHIP

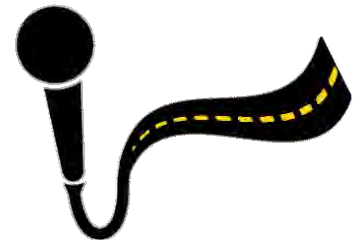
Let's talk Transit in Carroll County

- 🚌 Transportation has been available in Carroll County for approximately 50 years
- 🚌 Senior Overland Services (S.O.S) began with the opening of the Senior Center in Carroll County to provide seniors transportation to their local centers
- 🚌 In the early 90's S.O.S opened to the general public and began offering services to residents of Carroll County- changing its name to Carroll Transit System
- 🚌 In the early 2000's, Carroll Transit System rebranded again to Carroll Area Transit System (CATS) with the tag line, "Anyone Can Ride" while also rebranding the fixed route system to TrailBlazer.
- 🚌 In 2015, Butler Medical Transport was awarded the contract, the only change in over 40 years, and after one short year created the non-profit, Ride With Us, which still operates Carroll Transit System today.



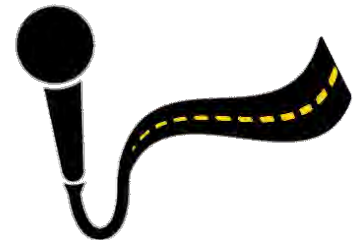
What is Carroll Transit System ?

- Carroll Transit System provides both door-to-door (Demand Response) as well as fixed route (TrailBlazer) services
- Demand Response is a reservation-based service that is offered on a first come, first serve basis
- Just like that early 2000's tagline stated, anyone can ride! No qualification is necessary to use this service
- Demand Response accommodates both ambulatory passengers as well as those passengers in wheelchairs
- Anyone can ride- for ANY reason. CTS provides transportation to medical appointments, school, employment, shopping, hair appointments and more
- While anyone can ride, we do a lot in our community to help our seniors and passengers with disabilities. This includes transports to senior centers, day programs and employment services



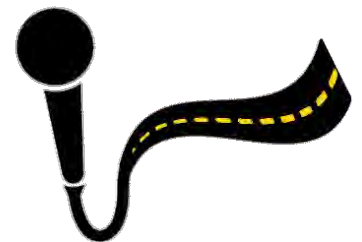
What is Carroll Transit System ?

- CTC CTS fares are subsidized by local, state and federal dollars to help keep rates affordable
- Because CTS receives state and federal dollars, there are state and federal requirements that must be fulfilled. This includes various reporting requirements and processes that directly impacts the way service is provided and decisions regarding service are made
- There are currently 16 Demand Response routes in service covering all areas of Carroll County
- Those 16 routes provide transportation for over 300 riders per day
- Ridership is down approximately 50% from pre pandemic numbers. Most of that is attributed to the change in local day programs, some is due to lack of drivers (we are hiring!)
- CTS provides service Monday through Friday 7 am until 5 pm and only within Carroll County



How do I use CTS Demand Response?

- First things first, call us! 410-386-5550 will put you in touch with our scheduling and dispatch team
- CTS can schedule up to two weeks ahead of time! With rides scheduled based on availability, notice is best. However, same day service is provided for those unpredictable last-minute trips
- Be prepared with basic information; name, address, phone number, date of birth and any special accommodations you may need
- Know the address of your destination along with an appointment time and an estimated return time
- Always be ready for your ride 15-minutes prior to the scheduled pick-up time
- Cancel at least 1 hour in advance if the ride is no longer needed



Fares

- 🚌 Fares are collected at the time of service and must be exact change
- 🚌 Every client has a fare account as soon as they register. Money can be added to that account with cash or credit card and spent down as they ride. Agencies that wish to pay for their clients may set up a billing account and will be billed monthly
- 🚌 Tickets are available for purchase. Every ticket equals \$1

Fares are based on 5-mile increments:

0-5 Miles: \$4.00	5.1 - 10 Miles: \$6.00
10.1 - 15 Miles: \$7.00	15.1 - 20 Miles: \$8.00
20+ Miles: \$9.00	

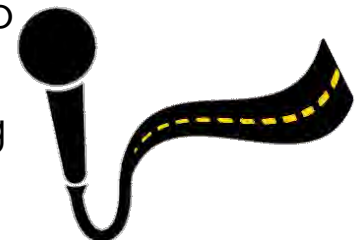
Seniors (65+) going to the nearest Senior Center \$2

Dialysis clients traveling more than 5 miles: \$5

All children under 6 are free

Personal Care Attendants must be registered in order to go at no charge

Registered college students receive a 50% discount during the Spring and Fall Semester



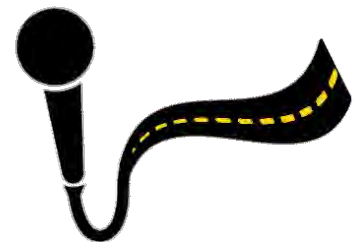
Out of Town Times

Service to and from Westminster is provided three times per day on designated routes. There is one bus scheduled daily traveling to/from the following areas: Manchester, Hampstead, Finksburg, Eldersburg/Sykesville, Mt. Airy, New Windsor/ Union Bridge, Taneytown, Silver Run

CTS travels **TO** Westminster between 7-8am, 10am and 2pm. CTS travels **FROM** Westminster at 9am, 1pm and 3pm.

Example: Ms. Smith lives in Manchester and has an appointment in Westminster at 1130 am and needs a return ride at 1pm. She would take the 10 am bus from Manchester and get on the 1 pm bus from Westminster.

Why are there out of town times? CTS strives to make the routes as efficient as possible while serving as many passengers as possible. This helps reduce costs, increase ridership and maintain on-time performance.



Questions previously submitted

Q: Is there any flexibility to the timeframes which the CTS buses run? For example, expanding the routes later into the evening so youth with after school jobs or activities could utilize the buses.

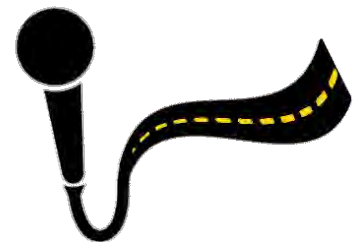
Q: Can you begin marketing for a younger crowd?

Q: Would there be any way of providing transportation services through CTS that are not bus services? Something like on-demand, single-rider, or voucher transportation services?

Q: Is there a plan to connect Carroll Countians to the Baltimore Metro station in Owings Mills?

Q: What are my transportation options if I have impaired vision and need to attend treatments in Howard County? Same question in Carroll County.

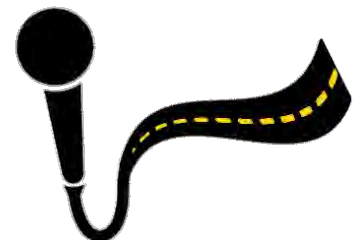
Q: What if due to my impaired vision I need someone to guide me into a facility?





Gina Valentine, Bureau Chief
Bureau of Aging & Disabilities
gvalentine@carrollcountymd.gov

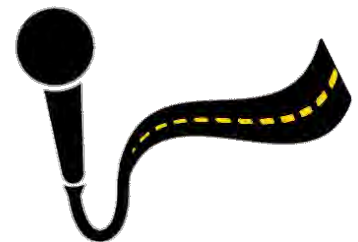
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What is deviated fixed route service?

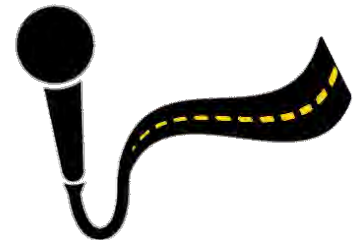
- Fixed route service provides a predetermined route with set stops and set times. This route will run several loops per day
- Deviated fixed-route is for passengers with disabilities who need to deviate to a stop within $\frac{3}{4}$ of a mile off the route
- No reservation is needed for this service, simply look for the blue TrailBlazer sign at the posted time
- Deviations must be scheduled at least 3 hours prior to the pick-up time, but 24 hours notice is preferable





TrailBlazer in Carroll County

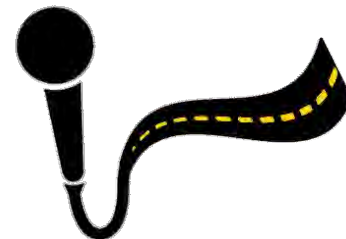
-  Routes available in:
 -  Westminster (Black & Purple Routes)
 -  Stop every Half Hour
 -  North Carroll (Orange)
 -  Stop every Half Hour
 -  Taneytown (Green)
 -  Stop every Hour
 -  South Carroll (Red)
 -  Stop every Half Hour





How are stops determined?

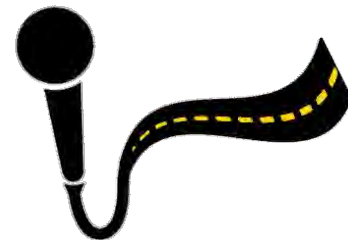
- 🚚 Ridership is reviewed every 6 months to determine need
- 🚚 Every new stop is given 2 years before it will be considered for removal
- 🚚 Demand Response is a big contributor as common pick-up locations indicate a potential need for a TrailBlazer stop
- 🚚 All stops must go through a local, and sometimes, state approval process
- 🚚 All stops must be ADA compliant and accessible by ramp or crosswalk and must have access to pick-up on the right side of the road
- 🚚 Time- the time added to a route by implementing a new stop is very important





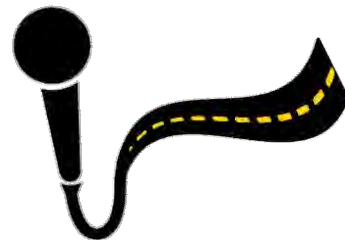
Fares and other information:

- 🚌 Fares are \$2 per person, per ride. Seniors and passengers with disabilities pay \$1. Deviations are an additional \$1
- 🚌 All TrailBlazer buses are wheelchair accessible
- 🚌 Carroll County Workforce Development (formerly BERC) serves as the TrailBlazer transfer hub; It's at the hub where the Black, Purple, Green, Orange Commuter and Red Commuter (currently suspended) meet for passengers to transfer
- 🚌 Passengers transferring between Orange and Orange Commuter only pay \$.50 for the transfer





Exercise

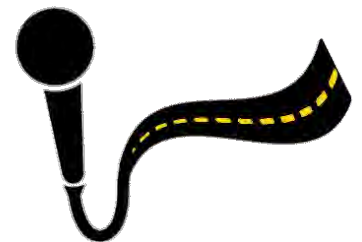




Mike Rodgers

www.CaringCarroll.org

410-775-5596

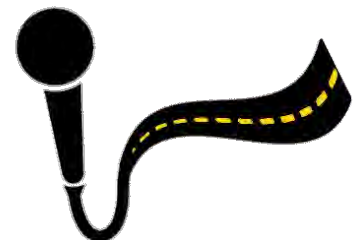




Bill Murphy

wwwmurph42@peoplepc.com

443-798-5370



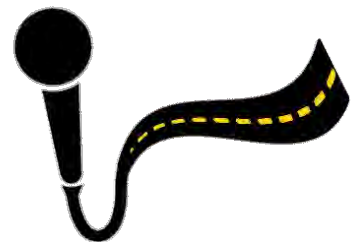


BALTIMORE METROPOLITAN COUNCIL

Lillian Bunton

lbunton@baltometro.org

410-732-6000



Connecting Carroll County

TRANSIT TALK

