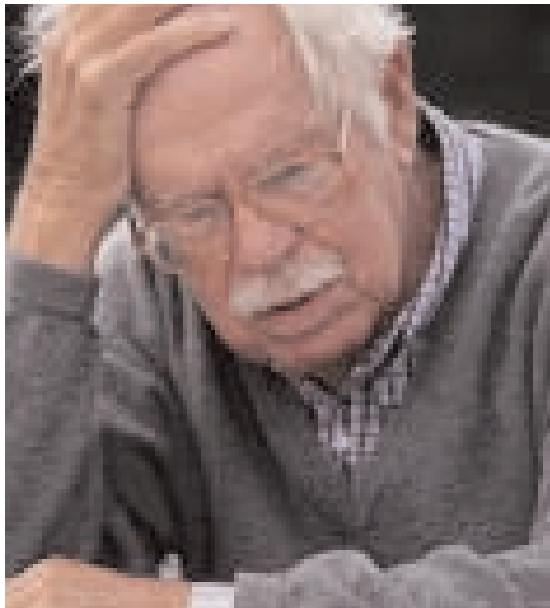




Working Together to Get You There

Access Program

If I had a voice...



...getting a ride to a doctor's appointment wouldn't take five phone calls.



...I'd be able to find a job where I want instead of within blocks of the bus stop.



...there would be an easy way to coordinate transportation for after school activities.



...language would not be a barrier for me to arrange for a ride.

Imagine an Access Program...

That with just
ONE PHONE CALL,

Riders will be given information to all
available transportation options including
public, private and volunteer services.

Transportation may be accessed, dispatched
and reimbursed from one source.

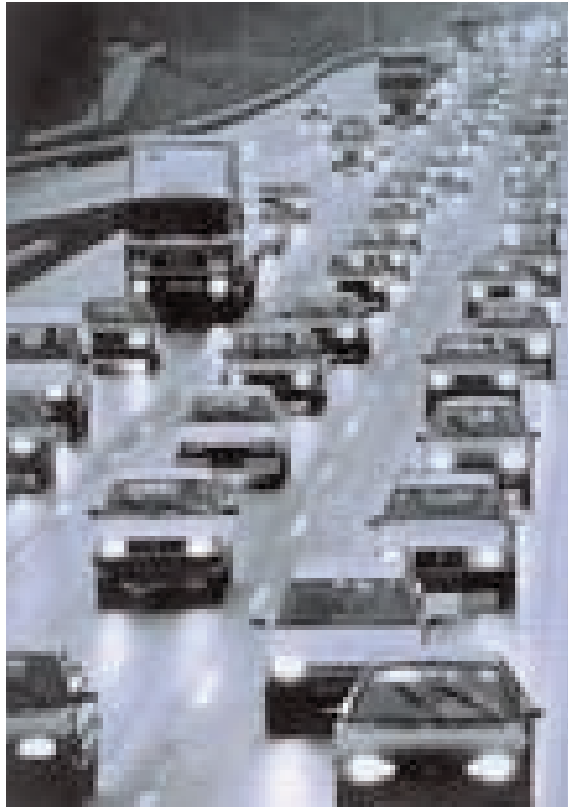
New transportation options are created
and funded by forming partnerships with
government, non-profit agencies and businesses.

Imagine the power of coordination and
innovation combined to fill the gaps.



Working Together to Get You There

Coordinated Transportation Issues



Millions of cars, but no ride.

MANY OPTIONS - DIFFICULT ACCESS

In the 2005 Report to the President, Human Service Transportation Coordination, Executive Order 13330, the Coordinating Council on Access and Mobility stated in their conclusion that:

“Successfully coordinating human service transportation is essential to greater economic independence, healthy living, and an improved quality of life for millions of Americans. In response to 62 Federal programs, as well as State and local initiatives to ensure that transportation is not a barrier to health, employment or full participation in community life, a complex web of transportation services has evolved in communities throughout the Nation.”

Coordinated Transportation Issues

However, access to these services can be confusing and limited to those who know about them. Many elderly, disabled, and low-income individuals face significant challenges in accessing transportation. Research shows some of these challenges include:

- Sixteen percent of respondents over age 75 reported not having a drivers license in 2001, and 25 percent of the respondents had not driven at least once in the last month according to an AARP survey.² Elderly people are also more likely to have difficulty accessing traditional public transportation due to physical ailments.
- Thirty percent of respondents with disabilities reported difficulty in accessing transportation, compared to 10 percent of respondents without a disability, according to a 2000 survey by the National Organization on Disabilities.
- Low-income households are less likely to own a car than other households due to the prohibitive cost of purchasing, insuring and maintaining a car, and public transportation may not provide sufficient options for their needs. Over 90 percent of public assistance recipients do not own a car.³
- An increasingly diverse population creates language and cultural barriers.
- Access to information on transportation is difficult. Most agencies will provide referrals to public transit, but may be unaware of other options or unable to coordinate and advise riders of additional resources.
- Despite everyone's best efforts, many individuals fall through the cracks in the transportation system. The cracks occur because:
 - The rider does not know how or is unable to access available transportation resources
 - The transportation resources are not coordinated
 - There are no available transportation resources

¹Report to the President Human Service Transportation Coordination Executive Order 13330 2005

²Anita Stowell Ritter, Audrey Straight, Ed Evans, Understanding Senior Transportation; Report and Analysis of a Survey of Consumers Age 50+ (Washington, D.C.: AARP Public Policy Institute, 2002).

³U.S. Federal Highway Administration and U.S. Federal Transit Administration, 2002 Status of the Nation's Highways, Bridges, and Transit; Conditions and Performance (Washington, D.C.; Department of Transportation, 2003).

Proven Benefits of Coordination

The United States General Accounting Office Transportation Coordination Study (GAO-03-697), showed that coordination efforts led to both improved customer service and financial benefits. For instance:

IMPROVED CUSTOMER SERVICE

- A coordinated system in central Florida provides transportation for Medicaid, vocational rehabilitation, and other programs. According to local officials, vans used to show up late, if at all, and clients had difficulty finding out the status of their ride. Since consolidating services under a single provider and bringing scheduling and dispatch services in-house, officials report service improvement.
- Through collaboration, information-sharing, and cost-sharing among county agencies, the Clinton County transit system in New York serves both Medicaid and elderly populations, making it easier for those populations to access medical and community services because they only have to be familiar with one system.

FINANCIAL BENEFITS

- Three New York counties joined in a transportation brokering service that saved an estimated \$92,000 in 2001 by identifying a lower-cost alternative means of transportation, that is, moving groups of clients in buses rather than transporting individual clients in taxis. This brokerage service provides transportation to Medicaid patients, the disabled, veterans, and other client groups.
- In Aberdeen, South Dakota, the local transit agency consolidated the transportation services previously provided by both senior and medical centers as well as other federal, state, and local programs. This consolidation allowed the agency to increase the number of trips provided while reducing the average cost of providing each trip by about 20 percent — from about \$5 to \$4. The agency has also improved its services by coordinating with local taxi companies to provide night and weekend trips.

RideNet Service Description

A NEW WAY TO COORDINATE TRANSPORTATION

RideNet would serve as the central point of contact for providing ride and eligibility information with the ability to even arrange transportation services for clients of multiple programs. With one call, riders will be given information to all available transportation options including public, private and volunteer services.

For example, a person living in rural Minnesota calls for information on how she can get to a doctor's appointment in Minneapolis. RideNet would provide her with information regarding her transportation options including state agencies, private and volunteer services. If the trip is within her county, county agency options would also be provided. RideNet would then allow the person to contact the provider herself, or dispatch the agency and coordinate the ride at the time needed.

RideNet would coordinate all resources by creating partnerships with government, non-profit agencies, and private providers including public transit, social service agencies, volunteer driver networks, transportation companies, and independent operators.

RideNet would provide information to riders, and provide dispatch services and reimbursement as needed.

RideNet would establish a network of certified independent drivers to provide quality transportation to fill gaps when no other resources exist.

RideNet would utilize advanced call center technology to create a "virtual" call center. The "virtual" call center would employ individuals working from home in various local areas. This would give the rider a local feel when calling for information and create employment opportunities for:

- Home-bound individuals with a physical disability
- Persons living in remote areas
- Multi-cultural individuals to provide interpretation services

Benefits of RideNet Services

- **Easy to Access** - One call provides information and access to all transportation resources whether for a medical appointment or job interview.
- **Funding Assistance** - RideNet will help riders determine what transportation assistance they qualify for and where those resources are. If a rider does not qualify for public assistance, RideNet would seek/provide funds for those situations.
- **Efficiency** - Working together with public, private and non-profit transportation services to provide the best solutions for each rider.
- **Independence** - Helps special needs residents and elderly individuals to remain, self-sufficient, allowing them to live independently longer.
- **Fills Transportation Gaps** - Provide rides in areas that didn't have service before.
- **Rural Independence** - Keeps rural communities healthy by allowing residents in those areas dependent on transportation to continue to live in rural areas.
- **Convenience and Flexibility** - One coordinated resource assures 24 hour access to transportation without restrictions on trip purpose, frequency or destination.
- **Ombudsman** - Provide an objective third party channel for riders to direct comments, complaints, and ideas regarding transportation services.
- **Transferrable** - The RideNet model is structured to make it easy to transfer and implement in other regions.
- **Sustainable** - The cost-effectiveness and ease of coordination of RideNet services make it an investment that will be sustainable and reap long-term benefits. Multiple streams of revenue from business, state, and individual sources reduce dependence on direct government funding.
- **Innovation** - RideNet is an innovative breakthrough in coordinating and providing transportation services. By seeking out creative solutions, RideNet will provide better use of resources and fill the gaps where transportation options currently don't exist.

Why Care Transportation?

Care Transportation, its consultants and affiliates (Care), are all experienced with successful transportation projects and are uniquely positioned to manage the RideNet Access Program.

- Care Provides easy access to, safe, reliable transportation. Care prides itself in providing the right vehicle, at the right place, at the right time.
 - Care provided over 400,000 passenger trips in the past year alone.
 - For people who pre-arranged rides, over 99% were on time.
 - The response time to demand trips was 11 minutes on average.

- Care's call center processed over 500,000 phone calls. The call center utilizes the latest technology, but most importantly,
 - The call center is staffed to provide live personal assistance and quality service.
 - Since 1990, Care has never closed for even a minute, providing continuous 24 hours-a-day / 7 days-a-week service.

- Care is actively involved in local, state and national organizations to stay abreast of trends and challenges in the industry. This shared information allows us to provide innovative solutions and continuous improvement in operations and service.
 - Taxi, Limousine, Paratransit Association (TLPA)
 - TLPA Paratransit Committee
 - MnDHS Special Transportation Task Force
 - MnDOT State Coordination Advisory Board
 - MnDOT Region 3 Technical Advisory Committee
 - Mn Chamber of Commerce
 - Non-Profit Organizations