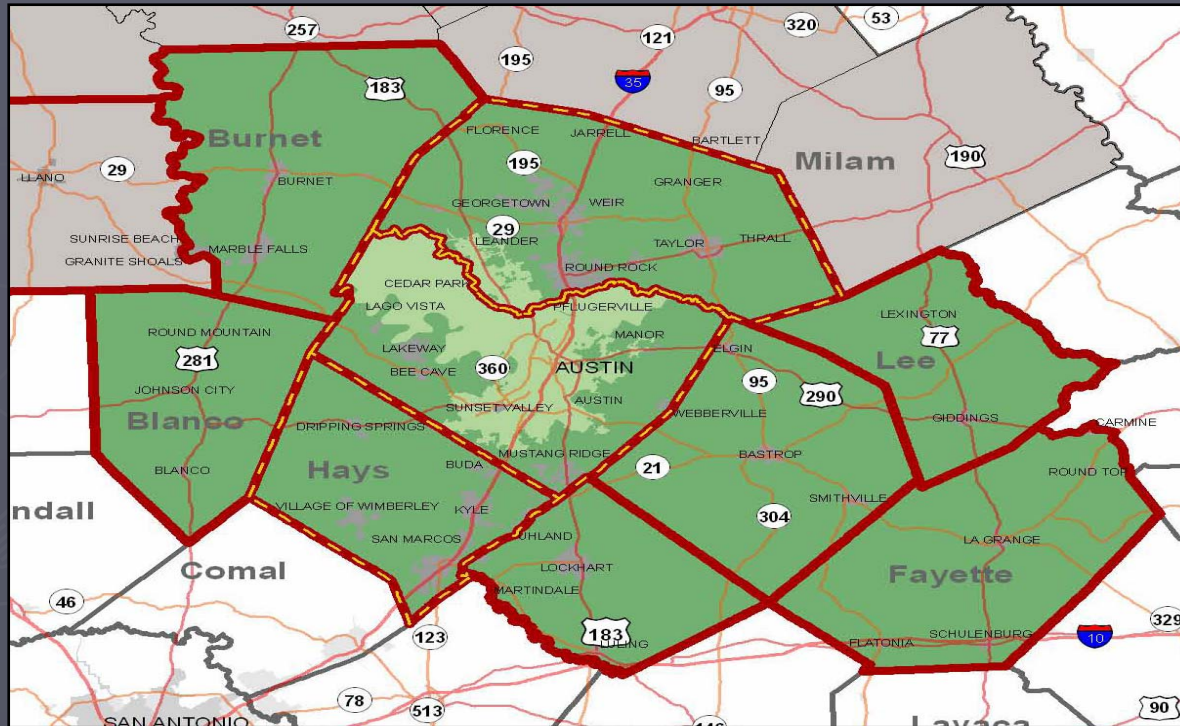


# Transportation Focus Groups



## Summary of Findings

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# Introduction

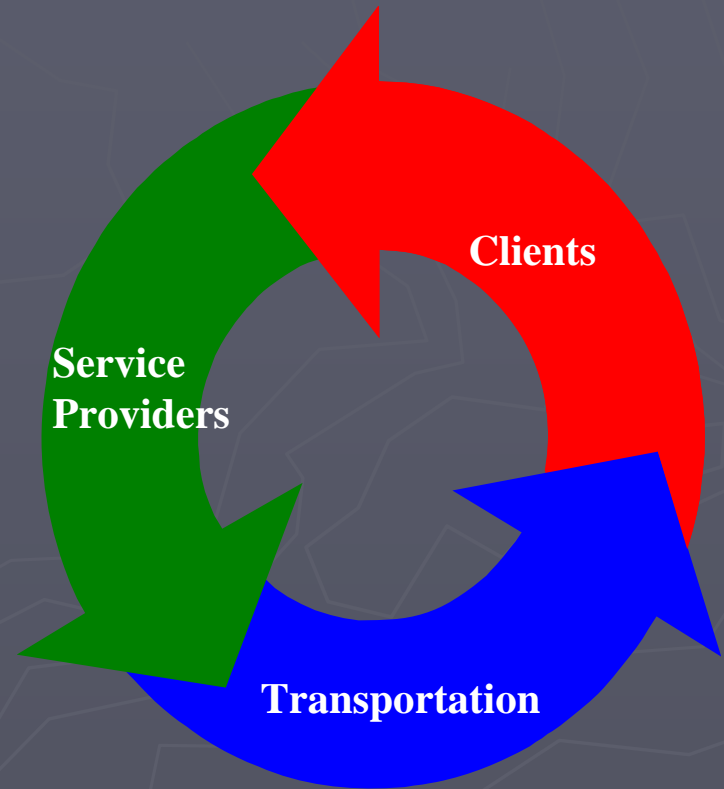
- ▶ Process and Methodology
- ▶ Highlight: Impact on Daily Operations
- ▶ Highlight: Gaps & Barriers
- ▶ Highlight: Solutions/Opportunities
- ▶ Next Steps

# Methodology

- ▶ Survey Health and Humans Service Providers
- ▶ Facilitated Dialogue
- ▶ Process: Focused Questions that Could be Used in Small and Large Groups
- ▶ Questions:
  - What impact does transportation have on your daily operations?
  - What are your clients specific transportation needs?
  - What are your clients specific transportation Barriers?
  - What are possible solutions and opportunities?

# Highlights: Impact on Daily Operations

- ▶ Increasing gas and mileage reimbursement negatively impacts budget.
- ▶ Increasing costs for repairs and maintenance on service vehicles.
- ▶ Increasing demand for gas cards, bus passes, and taxi vouchers..



# Highlights: Impact on Daily Operations

- ▶ Increasing transportation costs leads to decreasing volunteerism.
- ▶ Lack of funding reimbursements for transportation services.
- ▶ Increasing relocation of clients to rural regions without access to community services.



# Highlights: Transportation Gaps/Barriers

- ▶ Limited transit service outside of CMTA's jurisdiction.
- ▶ Special populations do not have the ability to cope with a fixed route transit system.
- ▶ Affordable housing not on fixed route
- ▶ Language and literacy barriers limit access.



# Highlights: Transportation Gaps/Barriers

- ▶ Lack of infrastructure such as ADA compliant sidewalks and long walks to bus stops.
- ▶ Cannot afford personal car repair and maintenance.
- ▶ Lack of education about transportation options.
- ▶ Challenges with STS.

# Highlights: Solutions/Opportunities

## ► Resources/Collaboration

- Increase funding for health and human service providers that are transporting clients.
- Increase resources to retain more volunteers.
- Explore centralized transportation Coordinator, phone line or web site.
- Explore shared car/van maintenance & repair for agencies and clients.
- Coordinate car donation program and collaborate with Austin Car Share.

# Highlights: Solutions/Opportunities

## ► Education

- Establish programs to educate clients on how to perform routine repairs/maintenance on cars.
- Educate and empower clients to get involved.
- Increase access to City of Austin inventory of sidewalks for people living with disabilities.
- Increase transportation educational resources for service providers and their clients.

# Highlights: Solutions/Opportunities

## ► Policy

- Changes to transportation legislation.
  - More transportation funding for Health and Human Service Providers.
  - Allow social service providers to give rides to clients with extenuating circumstances.
- Changes to ADA legislation.
  - Require Paratransit (Special Transit Services) beyond taxing areas.
  - Require services for individuals with extenuating circumstances.
    - Temporary health or mental illness conditions.

# Highlights: Solutions/Opportunities

## ▶ Systemic

- Examine public transportation best practices models in other cities
  - ▶ Example: New York, Washington D.C., Denver, etc.
- Explore reduced bus fares, based on need.
- Increase planning focused on special populations, such as the older population, youth, and people with disabilities.
  - ▶ Identify their location to transit and community services.

# Next Steps

- ▶ Create an on-going opportunity for health and human services providers and transit providers to meet and problem solve. Suggested quarterly mtg.
- ▶ Create a list serve for people interested in addressing health and human services transportation issues

# Summary

- ▶ Methodology
- ▶ Highlights from Focus Groups
- ▶ Solutions/Opportunities
- ▶ Next Steps

Questions????