



The State of Non-Emergency Medical Transportation — A Community Transportation Magazine Essay

By: Dale J. Marsico, Community Transportation Association of America

“The dogmas of the quiet past are inadequate to the stormy present. The occasion is piled high with difficulty, and we must rise with the occasion. As our case is new, so we must think anew and act anew.”

— Abraham Lincoln

The recent passage of health care legislation creates a climate where community and public transportation must reexamine their current theories and practices concerning the broad series of activities we refer to as coordination. In many areas the subject of coordination has become an extremely limited discussion that focuses on the relationship of Medicaid-purchased transportation and coordination with other community based transportation services or traditional public transit funded in part by various revenue from the Federal Transit Administration (FTA). Although there has been greater emphasis the last three years on developing coordination strategies around the FTA-administered JARC, New Freedom, and 5310 activities, Medicaid remains the central focus of this discussion in almost every state and locale.

How We Got Here

It's important to understand how we have arrived at a situation where Medicaid has become the central focus of the coordination discussion. Much of this reflects a historic change in public policy, beginning with the first legal action on transportation access that include the landmark case [Smith vs. Vowell](#). This case, and those that followed, are well documented in the Community Transportation Association's George Washington University Medicaid Transportation study that was released last year.

In a significant number of cases, federal courts at the district level acknowledged that there is a direct link between participation in Medicaid health programs and the ability to actually get to the facilities where these programs are provided. The disabled plaintiff in the Smith case — who was enrolled in the Texas Medicaid program — could not get to a doctor because he was in a wheelchair. It is important to remember that this case was brought nearly two decades before the passage of the ADA and before the expansion of public transportation that started as part of a series of initiatives launched by President Carter in the late 1970s.

With limited mobility options the Courts determined that the plaintiff was essentially correct. If you couldn't get to the health care facilities, you were being denied your ability to obtain the health care you were entitled to as an enrolled Medicaid participant. To compensate the courts required states to provide these services by using mileage reimbursement for relatives, taxi fares and payments to community based transportation providers, particularly in rural areas. These ad-hoc arrangements developed some of the early systems that came to dominate rural and urban social service transportation networks.

Beyond Medicaid, these networks used coordination to bring together funds made available by Area Agencies on Aging and Community Action Agencies, sharing equipment and services that essentially invented the basic coordinated transportation model. These early successes often are the source of somewhat difficult discussions with local transportation providers who correctly argue that, “we've been coordinating for years” and “we invented coordination.” There is a great deal of truth as well as logic in these statements.

[READ THE REST OF THE ARTICLE](#)

WRAPP ROADEO LAST CHANCE - REGISTER BY JUNE 11!

WRAPP is inviting your drivers to experience a driving skills course on Saturday, June 12 in the Wausau area.

The 2010 WRAPP ROADEO has been reduced to a half-day driver skill non-compleitive training event.

Please note the completion time of noon on Saturday and registration fee reduction. The driver skill course is listed below.

Friday

7:30 – 8am Registration and Continental Breakfast
 8am FTA Over the Counter Prescription Drug Toolkit
 - Robbie Sarles helped write the toolkit
 12:15 – 1pm Lunch
 1– 3:15pm Vehicle Evacuation and Fire Extinguisher Use
 3:15 – 3:30pm Break
 3:30 – 6:30pm First Aid/CPR Recertification

Saturday

8 – 8:30am Registration and Continental Breakfast
 8:30 – 11:45am SKILLS TRAINING
 (Drivers will be able to use their own vehicle (bus or van) or one of ours to perfect their skills in the following areas.
 Passenger Stop (Curb Check)
 Serpentine (Missing Road Kill)
 Right Hand Reverse (Who moved that mail box)
 Wheel Chair Securement (Roller Derby)
 11:45am – Noon Course Clean Up
 Noon Lunch and Wrap-up

The cost for the Saturday training has been reduced to \$25.

If you are interested in sending yourself and/or your drivers to one or both of these days please use the following form.

Name _____

Agency _____

Address _____

Phone Number _____

Friday – June 11, 2010	Saturday – June 12, 2010
_____ I will have lunch	_____ I will have lunch
_____ I will not have lunch	_____ I will not have lunch
_____ I need the following meal, if possible	_____ I need the following meal, if possible

_____ I will be taking the First Aid/CPR Recertification at 3:30 – 6:30pm

Friday Fee	Saturday Fee
WRAPP Member \$40	WRAPP Member \$24
Non-WRAPP Member \$55	Non-WRAPP Member \$30

Note: Fees includes continental breakfast, morning and afternoon snack, lunch, and training material.

Return this form to Rita Harmon at 608-723-6122 Fax or rharmon@co.grant.wi.gov.

Registration Deadline June 11, 2010

Host Hotels are Grand Lodge at Stoney Creek 715-241-6300 and Candlewood Suites 715-355-8900

New Freedom and Mobility Management Training Programs to be Featured in CTAA's Community Transportation Magazine

By: Ingrid Koch, WI Dept. of Transportation

The Wisconsin Department of Transportation, Division of Investment Management, Bureau of Transit, Local Roads, Railroads and Harbors is pleased to announce that its New Freedom and Mobility Management Training Programs are featured in a soon-to-be released issue of CTAA's Community Transportation magazine. The publicity shares Wisconsin's success story with others across the nation in the transportation industry through an article highlighting the efforts of mobility management projects throughout the state. It also cites the successes of the Mobility Management Training Program through which mobility managers receive critical training at five workshops each year. The training program also connects them to resources throughout the country, best practices and lessons learned, and peers at the national level as well as other states.

Comprehensive Bus Guidelines Now Available

By: American Public Transportation Association

For the first time, all of APTA's Standard Bus Procurement Guidelines (SBPG) standards—technical specifications as well as commercial terms—are available in a single volume, released by the APTA Standards Development Program during the APTA Bus & Paratransit Conference. The original version of the document contained only the commercial terms, known as the terms and conditions, and the technical specifications were viewed as a later phase of the effort that has now been completed. The updated SBPG represents all bus lengths, from 30- to 60-foot articulated models, and the dominant propulsion types. The entire text has undergone a comprehensive update since the last edition was released about 10 years ago. The commercial terms section of the new document has been updated to reflect current practices in the transit industry. The old SBPG did not reflect current FTA requirements and changes in the way the industry looks at various issues. These changes mean that the SBPG is finally a complete document that transit agencies can use to procure a bus—including both technical specifications and commercial terms—and the document reflects current best practice in the industry.

“Transit agencies large and small will find the new standard bus procurement guidelines to be an invaluable resource,” said APTA President William Millar. “They now include technical specifications as well as updated commercial terms and conditions. The new document is the work of more than 100 transit industry members, from both the public and private sectors, who came together to develop a document that reflects today's best practices. And it is a document that will continue to be updated as industry practices evolve and as technology changes.”

The document contains the following sections:

- “Notice of Request for Proposals (RFP)” contains general information to prospective proposers regarding the RFP package and can also be used as notification of the RFP to the public or an advertisement of the procurement opportunity.
- “Instructions to Proposers” provides detailed requirements that proposers must follow in submitting their proposal. This section also includes evaluation criteria and information of interest to the proposer regarding agency contract award procedures.
- “General Conditions,” once customized by each agency, should contain the standard terms and conditions and should be modified only by language added in the Special Provisions section.
- “Special Provisions” should be customized to meet the agency's specific requirements for each individual project or contract, as well as local and state requirements. The Special Provisions are intended to amend and supplement the General Conditions to meet the individual requirements of each project.
- “Federal Requirements” are detailed and should be removed when the project is not funded with federal funds.
- “Technical Specifications” are included and can be detached as a stand-alone document.
- “Warranty Requirements” include requirements to warrant the operation of the bus.
- “Quality Assurance” covers manufacturing, inspection and acceptance procedures.
- “Forms and Certifications” are submitted with the proposal or the proposal may be considered nonresponsive.
- “Contract” will incorporate the surviving terms of the RFP, as well as the contractor's proposal in a binding document to be executed by the agency and successful proposer within a designated time period following award.
- Appendices. The updated version of the SBPG is available [online](#). APTA is seeking transit agencies interested in beta-testing the document for feedback. The final version representing all comments and feedback from the testing phase will be available at APTA's 2010 Annual Meeting and concurrent Bus Technical, Maintenance and Procurement Workshop in October. Please contact [Jeff Hiott](#) with questions.

RTAP Public Course

The Advanced Defensive Driving Skills course is now publicly offered at the University of Wisconsin–Milwaukee School of Continuing Education facility in beautiful downtown Milwaukee! The cost of the course is still \$25 per attendee, and rural transportation agencies are eligible for the RTAP scholarship to recover the cost (see below for details). Lunch is included!

Details

Advanced Defensive Driving Skills Workshop

Mon., July 19, 2010, 8:30am-2pm

Instructor: Larry Currie

Program No. 7510-3068

Advanced Defensive Driving Skills Workshops help keep Wisconsin rural and specialized transportation drivers skilled and trained to proficiency. Drivers attend a classroom-style presentation prepared by the National Safety Council. The curriculum emphasizes decision-making, uncontrollable driving factors and other defensive driving strategies.

Agenda Topics

- **Section 1 Objective:** To increase awareness of the need for and the benefits of defensive driving/video.
- **Section 2 Objective:** Identify the conditions of driving; increase awareness of the risks and hazards in adverse driving conditions; provide defensive driving techniques to reduce the risks and hazards of those driving conditions.
- **Section 3 Objective:** Identify common unsafe driving behaviors that result in crashes and violations; explain how specific conditions may increase the hazards and risks of these unsafe behaviors; explore defensive driving techniques to reduce the incidence of these unsafe driving behaviors.
- **Section 4 Objective:** Video/identify aggressive driver behaviors that result in crashes and violations; identify causes of aggressive driving actions; increase awareness of personal aggressive driving behaviors; find ways to maintain self-control behind the wheel; discover defensive driving techniques to avoid confrontations with aggressive drivers; create a personal plan to maintain control in stressful driving situations.

This class includes participation and discussion. Many drivers come to us with concerns that they have in relation to their everyday responsibilities.

RTAP Scholarship Eligibility: The Advanced Defensive Driving Skills workshop is largely funded by the Wisconsin Rural Transportation Assistance Program. The attendee's portion of the cost is \$25. The fee covers instruction and materials. Even though the course is already largely subsidized by RTAP, each driver can still use an RTAP Scholarship to cover 100% of the \$25 fee. For more info on the RTAP scholarship, please contact Jake Miller at (608) 264-7335 or Jacob1.Miller@dot.wi.gov. For registration information, visit sce-cted.uwm.edu or call (800) 222-3623.

GIS (Geographic Information Systems) in Transit

Online Course

Experience the convenience and flexibility of this online 11 week program. Learn how to apply GIS knowledge in transit planning and operations to increase efficiency and effectiveness within your organization.

Details

GIS In Transit Online Course

July 12-Sept. 24, 2010 (asynchronous - 3 hours log-in per week required), 8:30am-2pm

Instructor: William Huxhold, Dr. Edward Beimborn, Dr. Zhong-Ren Peng, Eric Fowler

Early Bird: \$100 (register by June 14)

Fee: \$750

CEUs: 1.4

Program No. 7510-3069

Agenda Topics

- **Section 1 (weeks 1-2):** Introduction to GIS
 - Understanding the Utility of GIS in Transit
- **Section 2 (weeks 3-4):** Fundamentals of Transportation Planning
 - Decision Oriented Planning
 - Characteristics of Riders/Market Demand Analysis
 - Transit Performance Evaluation
 - Route Location Models
- **Section 3 (weeks 5-8):** Concepts for GIS in Transportation Planning
 - How GIS Enhances the Transportation Planning Process
 - How to Integrate GIS into the Planning Process
 - What Types of Data can be Analyzed Using GIS in a Transportation Planning Context (Tiger files, census data)
 - Bringing the Results to the Internet
- **Section 4 (weeks 9-10):** Database Models
 - Database Structure for Transit GIS
 - Linear Referencing
- **Section 5 (week 11):** Applications of GIS in Transportation Planning
 - Best Practices in Applying GIS
 - Advances in Technology
 - Other Technological Applications (AVL, GPS, Route Scheduling)

RTAP Scholarship Information: Wisconsin rural transportation providers are eligible for the RTAP scholarship of 80% reimbursement. For more info on the RTAP scholarship, please contact Jake Miller at (608) 264-7335 or Jacob1.Miller@dot.wi.gov. For registration information, visit sce-cted.uwm.edu or call (800) 222-3623.

Stevens Point to Implement Late Night Transit (LNT)

By: Susan Lemke, Stevens Point Transit Manager

The Portage County ADRC and Stevens Point Transit are working collaboratively to bring travel training opportunities to all residents of Portage County. Julie Summers was recently hired by Portage County as a full-time Travel Trainer, funded through a New Freedom grant. Although Julie is a county employee her office is located in the Stevens Point Transit facility. Although the program is in the developmental stage, several individuals have already benefited from individual training, which the program offers. In addition various groups and agencies have expressed interest in obtaining group trainings. It's very exciting to be able to offer this service, and it is quite apparent there is a demand for travel training in our county.

Stevens Point Transit implemented Late Night Transit (LNT) in September of 2009. The project was developed as a partnership with Stevens Point Transit, UWSP and City PD. Service is provided on Thu., Fri. and Sat. from 10pm-3am. Two LNT fixed routes were developed. The routes currently run on 30-minute headways, however beginning in September 2010 the routes will run on 20-minute headways. Making this change will reduce the amount of time people are

on the bus and allow for an increase in route frequency. The City Police Department recently reported that since LNT was implemented they have received no complaints from city residents living along the student migration routes between the downtown and University housing areas. In the past there were numerous complaints of vandalism, noise, etc. City PD also reported a reduction in the number of incidents occurring after bar close, and have seen a significant decrease in personal vehicle usage during LNT hours of operation - reducing the number of individuals driving under the influence. Development of the LNT program has had an impact on business in the downtown area. Recently a new business called "Pulse Under 21 Nightclub" opened. This is an exciting addition to the downtown area offering younger individuals a place to socialize. People use the LNT routes for numerous reasons, some to visit friends, some to get to and or from work, others to party hearty and get home safely, but whatever the reason the demand continues to increase for this very popular service.

Stevens Point Transit recently contracted with SRF Consulting to conduct a feasibility study on intercity bus routes connecting the cities of Stevens Point, Marshfield, Wisconsin Rapids, Merrill, Mosinee and Marathon City. The study will conclude the end of September at which time the municipalities will determine if they wish to move forward with the project.

Headwaters, Inc., Receives CTAA Grant

By: Julie Deaton, Mobility Manager of Headwaters, Inc.

Julie Deaton, Mobility Manager and Deb Wiess, Business Manager of Headwaters, Inc., a Sheltered Workshop and Rehabilitation Center for Individuals with disabilities, submitted an application and was awarded a CTAA Rural Passenger Transportation Technical Assistance Program grant. The grant helps rural communities enhance economic growth and development by improving passenger transportation services and facilities.

Headwaters, Inc. is one of four in the nation to be awarded this grant. Funding is provided through the Rural Business-Cooperative Service of the United States Department of Agriculture.

Technical Assistance is provided by CTAA staff and consultants. CTAA hired LSC Transportation Consultants to formulate a plan for initiation of an expanded coordinated transit service in Forest, Oneida and Vilas Counties in Northern Wisconsin. Assistance in development of operational policies and procedures, coordination strategies and effective marketing campaigns will enhance existing transit services.

Many partnerships were developed as a result. The agencies involved are: Headwaters, Inc., Oneida County Department on Aging, Vilas County Commission on Aging, Forest County Commission on Aging, Lac du Flambeau Band of Lake Superior Chippewa Indians, Forest County Potawatomi and Sokaogon Chippewa Community.

The Plan is scheduled to be finalized this month. As a result, additional transportation options will be available throughout the three counties.



Julie Deaton, Mobility Manager for Headwaters, Inc., Mary Hardtke, Director for Headwaters, Inc., Charlie Rutkowski, Assistant Director for CTAA, Dori McGeshick, Community Planner for Sokaogon Chippewa Community and Deb Wiess, Business Manager for Headwaters, Inc.

Passenger Assistance Safety and Sensitivity



Customized Workshop Delivered to You

The Center for Transportation Education and Development (CTED) at the University of Wisconsin–Milwaukee presents this curriculum that serves as guide for training drivers in passenger assistance on the skills necessary for transporting people with disabilities. It is based on a program that evaluates driver skills using proficiency measures, and is founded in adult learning principles and practices. This training package meets the requirements for passenger assistance training as identified in the Americans with Disabilities Act of 1990.

Sample Passenger Assistance Agenda

(plus lunch and individual hands-on training):

- Introductions
- Brief introduction by instructor of training and philosophy of their organization
- Drivers introduce themselves and give reason they are interested in becoming specialized transit drivers
- Passenger assistance pretest

- Covers the driver training manual and workbook regarding appropriate terminology, the 10 commandments of etiquette, and myths and facts regarding people with disabilities
- Disability awareness training module and lesson plan
- Guiding a person who is blind or has low vision
- Disability awareness and passenger assistance issues
- Passenger assistance techniques with wheelchairs
- Wheelchair securement and lift operations - classroom discussion, demonstrations and driver practice

(The above portion takes approximately 4 hours depending on the training needs of the participants.)

- Lunch
- Wheelchair securement and lift operations: In the vehicle demonstrations and testing using skill assessment sheets. This training session is approximately 10-15 minutes per new driver. This is time used to take drivers out to the vehicles and become familiar with the equipment.

Advanced Defensive Driving Skills Workshop

Customized Workshop Delivered to You

Advanced Defensive Driving Skills workshops help keep Wisconsin rural and specialized transportation drivers skilled and trained to proficiency.

Drivers attend a classroom-style presentation prepared by the National Safety Council. The curriculum emphasizes decision-making, uncontrollable driving factors and other defensive driving strategies.

Sample agenda of training program:

- **Section 1 objective:** To increase awareness of the need for and the benefits of defensive driving/video.
- **Section 2 objective:** Identify the conditions of driving; increase awareness of the risks and hazards in adverse driving conditions; provide defensive driving techniques to reduce the risks and hazards of those driving conditions.
- **Section 3 objective:** Identify common unsafe driving behaviors that result in crashes and violations; explain how specific conditions may increase the hazards and risks of these unsafe behaviors; explain defensive driving techniques to reduce the incidence of these unsafe driving behaviors.

- **Section 4 objective:** Video/identify aggressive driver behaviors that result in crashes and violations; identify causes of aggressive driving actions; increase awareness of personal aggressive driving behaviors; identify ways to maintain self control behind the wheel; identify defensive driving techniques to avoid confrontations with aggressive drivers; create a personal plan to maintain control in stressful driving situations.

Workshop should run in approximately 4.5 hours with one or two breaks.

This class includes participation and discussion. Many drivers come to us with concerns that they have in relation to their everyday responsibilities.

Both the Passenger Assistance Safety and Sensitivity, and Advanced Defensive Driving Skills workshops are largely funded by the Wisconsin Rural Transportation Assistance Program. The attendee's portion of the cost is \$25. The fee covers instruction and materials. Even though the course is already largely subsidized by RTAP, each driver can still use an RTAP Scholarship to cover 80% of the \$25 fee. They are also customized to be delivered to your agency. Our class start times are not set in stone, and we remain as flexible as possible based on the agency needs. For information on scheduling a workshop, please call Ken Woodall at 888-560-3382 or at 414-227-3332

Grassroutes is published quarterly under a grant from the Wisconsin Department of Transportation as part of the Federal Transit Administration's Rural Transit Assistance Program (RTAP) by:

Center for Transportation Education and Development
University of Wisconsin–Milwaukee
161 W. Wisconsin Avenue, Suite 6000
Milwaukee, Wisconsin 53203-2602
414-227-3332 • 414-227-3142(fax)
woodall@uwm.edu

Article submittals accepted on a continuing basis. Please share what you know and help keep Wisconsin transit providers informed!

grass

routes

sce-cted.uwm.edu

LAYOUT: Gloria Lane PROOFREADING: Kenneth Woodall and Katie Zapfel