

**SAPGA Innovation Committee – Draft Summary of Potential Transportation  
Recommendations/Actions – Prepared by KMB – 08/01/17**

**Potential SAPGA Action(s)/Recommendations Based on Lyft Feedback:**

Propose policy (and/or legislative) change to increase Medicaid reimbursement for transportation. Is this for just non-medical or all Medicaid transportation?

Propose policy (and/or legislative) changes to secure funding from other Colorado agencies/departments.

Propose Lyft be an option for all senior rider programs (via voucher)

Other suggestions to watch for legislation that hinders business practices including multiple business licenses, fingerprinting, random road checks and more.

**Potential SAPGA Action(s)/Recommendations Based on SRC Feedback:**

Propose a study that would analyze the existing infrastructure and costs – and propose alternative design with one pool of funds. A study could also assess what types of legislation could be enacted to improve cost efficiency and delivery of services.

Propose seeking waivers to modify several key transportation programs allowing for more flexibility in ridership.

Write a recommendation or resolution supporting the DRMAC/DRCOG's Veterans Transportation and Community Living Initiative grant, creating the Flex Ridership program discussed at the last board meeting (which is geared toward increasing efficiency of the system and increasing ridership services overall).

Write a letter to the VA, Colorado Congressional delegation and state department indicating an effort to figure out how to leverage existing services and providers minimizing adding totally new structure via the VA.

Potentially convene a meeting with key Colorado Congressional delegation and SRC/other transportation stakeholders to open exploratory dialogue.

Propose policy (and/or legislative) change to increase Medicaid reimbursement for transportation. Is this for just non-medical or all Medicaid transportation?

Propose policy (and/or legislative) changes to secure funding from other Colorado agencies/departments.

Recommend legislation to separate RTD ADA services to better serve the aging population.

Check with legislators who carried legislation last year on transportation. Find out about 2018 proposed bills on transportation; work in language around senior transportation needs and any or all the items listed above.

**Potential Actions/Recommendations from City of Denver:**

Please note there are no specific recommendations – rather other potential groups/presentations/plans that may be of interest to review. Priority may be to have RTD Pass Program Working Group mentioned in notes below come in and present – Michael Washington manages the RTD Pass Program Working Group.

**Potential SAPGA Actions/Recommendations Based on DRCOG Presentation:**

Provide support to the VA pilot program (PR, advocacy, etc.) as it will address items 1 through 5 – with emphasis on how technology can improve efficiency, costs, flexibility for riders)

Strategize to get Governor/Executive Branch support to increase efficiency and effectiveness of all aging-related transportation resulting in increased collaboration that would promote:

- Comingling funding
- allow more flexibility of the use of different silos of Federal and State dollars
- support increased service areas, frequency and hours
- enhancing training to ride fixed rides and provide additional funding
- supports ongoing review of municipal infrastructure (such as sidewalks) to enhance walkability and pedestrian mobility
- increase access to ridership information - potential funding to support additional outreach like updated website

**Potential SAPGA Actions/Recommendations – iTeam/City of Centennial:**

Aggressively pursue autonomous vehicle (AV) legislation at the state level and ensure legislation allows people of all abilities can benefit from AVs.

Propose a study that would assess the cost effectiveness of certain businesses providing free or discounted rides to seniors. Could lead to more businesses developing similar programs, state tax credit, state and/or federal funding support.

Propose PR Campaign to frame aging as positive for the community.

Propose local level to promote volunteer programs, road sign design, smart-growth, bus stops and improved education about local transit options.

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**General Comments:** Lyft initially focused on engaging at a city level but then determined that at the city level, noted big differences between cities so opted to look next at the municipal level - then moved to focus at the state level for consistent policy. Colorado was the first state to adopt and now 47 other states adopted Transportation Network Company (TNC) regulation.

**General Comments Driver Barriers:**

*Medical Exam versus Medically Fit:* Lyft wonders about the need for Medical Exam versus Medical Fit. Colorado requires Medical Exam where no other states in the US have such requirements. Other states require Medically Fit (somewhat less restrictive in that it does not require a full medical exam with a urinalysis). Lyft wonders, given each driver, is confirmed to have a driver's license and passed DMV requirements as well as background checks, if Medical Exam is needed. Could the Medically fit (where an RN asks questions or there is self-certification) be adequate?

80% of Lyft drivers do it part time or 20 hours or less per week – so all added costs and needed time to complete exam make it more difficult for new drivers to engage. Lyft does have data on other states of FIT vs EXAM. 0 other states have the medical exam requirement.

**Fingerprinting:** No other state has a requirement for fingerprinting. Concerned about this becoming a law in Colorado (either at the state or local level). Could be perceived as discriminatory. Lyft already does background checks, criminal checks (key types of offenses), ensure valid insurance and car registration. Are fingerprints needed?

**General Comments - Business Practices:**

*Data Requirements:* Colorado has data requests that end up being manual vs automated – no other states do it this way. Is there a way to have Colorado gather automated information vs having Lyft gather all data manually?

*Road Random Checks of Lyft Operators:* Denver can pull cars off the road to do random checks – up to 20 cars a day. This can be done in line at DIA and costs driver money/fares and time. There is a 19-point check for a vehicle.

*Independent Contractor Status:* In California, each muni started asking for a registration and business license – different fees and multiple licenses and costs for Lyft operators working in multiple municipalities. Burdensome for Lyft operators and costly as well.

**General Comments - Funding of Services/Option to Use Lyft:** Medicaid transportation reimbursement rates are low. Consideration of increase in reimbursement rates? Are there other sources of funding to support senior transportation (existing now or to be created in the future)? Is there a way to provide vouchers for elderly population (disabled and lower-income) to allow funds to be used for Lyft (versus just RTD or other – that is more flexibility in choice for senior to choose Lyft? Could Lyft be a supplement to Dial a Ride or Access a Ride?

**Potential SAPGA Action(s):**

1. Propose policy (and/or legislative) change to increase Medicaid reimbursement for transportation. Is this for just non-medical or all Medicaid transportation?

2. Propose policy (and/or legislative) changes to secure funding from other Colorado agencies/departments.
3. Propose Lyft be an option for all senior rider programs (via voucher)

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**General Comment - Funding:** The current primary source of funding the transportation SRC provides is Older American Act or Colorado Funds for Senior Services flowing through DRCOG. SRC covers most of the metro area; inside the 470s. As I had commented, there may well be enough money out there if everyone put it into a single pot. These fund sources, if under the Federal government are instructed under the United We Ride policies instituted by the Bush administration.

**Potential SAPGA Action(s):**

1. Propose a study that would analyze the existing infrastructure and costs – and propose alternative design with one pool of funds. A study could also assess what types of legislation could be enacted to improve cost efficiency and delivery of services.
2. Propose seeking waivers to modify several key transportation programs allowing for more flexibility in ridership.
3. Write a recommendation or resolution supporting the DRMAC/DRCOG VA pilot program creating the Flex Ridership program discussed at the last board meeting (which is geared toward increasing efficiency of the system and increasing ridership services overall).

**General Comment – Potential New Duplicative Services:** I just tried, yet again, to work with the VA. They tell me they cannot collaborate since they are being instructed from national to create their own network. They are planning to build out a 10-vehicle system. SRC could easily help in the metro area. So far, no one has been willing to work out contract details.

**Potential SAPGA Action(s):**

1. Write a letter to the VA, Colorado Congressional delegation and state department indicating an effort to figure out how to leverage existing services and providers minimizing adding totally new structure via the VA.
2. Potentially convene a meeting with key Colorado Congressional delegation and SRC/other transportation stakeholders to open exploratory dialogue.

**General Comment – Medicaid Reimbursement:** Medicaid continues to under pay for transportation. Other Colorado agencies/departments fail to coordinate or provide any of their available funding to assist with transportation.

### Potential SAPGA Action(s):

1. Propose policy (and/or legislative) change to increase Medicaid reimbursement for transportation. Is this for just non-medical or all Medicaid transportation?
2. Propose policy (and/or legislative) changes to secure funding from other Colorado agencies/departments.

General Comment – RTD ADA Services: RTD is running a large system to address ADA requirements. It remains under the state legislature (why?) and remains one of only 3-4 transit systems with boards that are elected not appointed.

- **Other Comments – ADA/Governor’s Office/Tax for Senior Transportation:** We now have Lyft and Uber looking to enter the growing market for seniors, but will still need to address the less ambulatory rider, the ones in wheelchairs or needing assistance door to/through the door.

Any change for the state will probably need to come down from the governor’s office. As a home rule state, there will be no “grass roots” effort that would succeed for the entire state. Oregon just approved a significant tax for transit – several billion dollars over a multi-year period. (see Oregon Statesman/Tribune – July 7, 2017).

I agree with the fellow committee member who said the folks under 40 would vote to tax for better transit systems. There had quite a bit of traction last legislative session for a transit tax but suddenly it went bad. Now, no one seems to want to take the lead and request increased taxes in Colorado. RTD has twice backed away from asking for an increased mill levy. With the robust economy, seems the time is now to seek to add in funding for entire systems.

### Potential SAPGA Action(s)/Recommendation(s):

1. Check with legislators who carried legislation last year on transportation. Find out about 2018 proposed bills on legislation; work in language around senior transportation needs and any or all the items mentioned above.
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**Please note there are no specific recommendations – rather other potential groups/presentations/plans that may be of interest to review. Priority may be RTD Pass Program Working Group in italics in paragraph one – getting Michael Washington – RTD – in for a presentation.**

You may know that RTD has a Pass Program Working Group that is meeting to talk about how the program(s) work today and how they might be re-created to better serve communities and populations of concern including the aging population – their work is scheduled to conclude toward the end of this year. Michael Washington is the staff lead at RTD and may be a resource for you.

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Additionally, Denver just issued our draft Vision Zero Action Plan which might also be of interest for your review and could benefit from your comment and thoughts from a policy perspective.

Finally, there are two citywide plans in process right now that should be of interest including Denver Moves Transit and Denver Moves Pedestrians & Trails. While neither is specific to aging all will have elements that will certainly affect the aging population.

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Denver Vision Zero Action Plan <http://www.denvergov.org/content/denvergov/en/transportation-mobility/vision-zero/draft-plan.html>

Denver Moves Transit <http://www.denvergov.org/content/denvergov/en/denveright/transit.html>

Denver Moves Pedestrians & Trails <http://www.denvergov.org/content/denvergov/en/denveright/pedestrians-trails.html>

With regards to safety, one of the biggest issues we are facing is speeding. While this issue affects the entire community, it may be of concern for the aging population when it comes to transportation simply from the ability to walk across the street and/or anticipate speeds of other users in the street and assure the safety of everyone.

If I identify the staff that is now working more specifically on aging issues, I will be sure to forward their contact information along. In the meantime, I hope this information and additional websites are helpful.

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Recommendations taken from Power Point presentations from December 7<sup>th</sup>, 2015. Matthew indicated the DRCOG recommendations have not changed since that 12/7/15 presentation.

*Transportation Service Challenges:*

Lack of funding  
Gaps in service availability (geographic, service hours, frequency)  
Many trip requests are not fulfilled  
Expensive & inefficient service  
Paying for the trip on a fixed income  
Transportation funding silos

*Strategies to Improve Transportation Services:*

Coordinate Transportation Services

Spend funding more efficiently  
Leverage multiple funding sources  
Coordinate trips across boundaries  
Implement technology that will make coordination easier  
Work with volunteer driver programs  
Remove Barriers  
Infrastructure improvements (sidewalks, bus stops)  
Provide training to ride fixed route  
Affordable fare programs  
Accessible & understandable information  
Increase service areas, frequency, & hours

Provide support to the VA pilot program (PR, advocacy, etc.) as it will address items 1 through 5 – with emphasis on how technology can improve efficiency, costs, flexibility for riders)

Strategize to get Governor/Executive Branch support to increase efficiency and effectiveness of all aging-related transportation resulting in increased collaboration that would promote:

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Increase access to ridership information - potential funding to support additional outreach like updated website

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Please see below for challenges and potential solutions identified by Centennial during both our transportation and aging in community research. Please let me know if I can provide clarification on any points below. Thank you for the opportunity to participate. If you can share the final list of recommendations once it is compiled, I'd love to see it.

- Driving becomes more challenging with age, and suburban destinations are widely dispersed.
  - Aggressively pursue autonomous vehicle (AV) legislation at the state level and ensure legislation allows people of all abilities can benefit from AVs.
  - Fund education about local transit systems and normalize transit use.

- Centennial has had success with a peer-to-peer, seniors-training-seniors approach
  - Make transit stops more accommodating by adding shade and benches.
  - Use larger font on road signs. On major arterials, place signs that indicate the name of the next major intersecting street. (Arapahoe Rd. here in Centennial is a good example)
  - Look at programs to fund rides for seniors who voluntarily give up their driver's licenses.
  - Encourage smart growth and mixed-use development, especially in and around senior communities.
- With RTD's elimination of bus lines, especially in the suburbs, seniors no longer have Access-A-Ride as an option (since Accessible services are required within ¼ mile of a fixed-route line).
  - County-initiated volunteer driving programs may be a solution if you can get around liability issues
  - It would be great to prove the cost effectiveness of certain businesses providing free or discounted rides to seniors. Examples might include missed appointments and rescheduling costs, versus providing a ride sharing coupon.
- Current models of demand-responsive transit are costly and difficult to schedule (for operators and riders).
  - Explore the use of new technology companies (Lyft, Uber, etc.) to offer point-to-point transportation.
- Seniors are unsure who and which companies to trust.
  - Pursue voluntary state certification program (ex. Dementia Friendly Communities) for workers who frequently interact with seniors (drivers, medical staff, etc.)

One additional consideration that the I-team is keeping in mind with all our initiatives is that they should frame aging as a gain rather than a loss. These residents are valuable to our community and should be celebrated as such.

**Potential SAPGA Actions/Recommendations:**

Aggressively pursue autonomous vehicle (AV) legislation at the state level and ensure legislation allows people of all abilities can benefit from AVs.

Propose a study that would assess the cost effectiveness of certain businesses providing free or discounted rides to seniors. Could lead to more businesses developing similar programs, state tax credit, state and/or federal funding support.

Propose local level promote volunteer programs, road sign design, smart-growth, bus stops and improved education about local transit options.