



United Way Transportation Partnership

Working together to find innovative ways to access jobs and services

The Need:

The Minnesota Department of Human Services found that a lack of reliable transportation can be an almost insurmountable barrier to economic self-sufficiency.

Each month, United Way 2-1-1, our information and referral service, receives a thousand calls regarding transportation assistance—for bus fare, car loans, car repairs and medical transportation. Transportation is an important element in helping to keep a job, maintain a home and keep a family together.

Program Goals:

To find innovative solutions to transportation needs through partnerships with businesses, nonprofits and public agencies; help nonprofits reduce transportation costs, find ways to improve service and increase efficiency; expand vehicle-sharing and loan program collaborations and bring transportation issues—including the needs of the working poor, people with disabilities, and the elderly—to the community agenda.

United Way's Role:

- ❑ Working with our Minnesota Congressional delegation and community volunteers, obtained \$1.975 million in federal grants to nonprofits participating in Ways to Work, a national transportation assistance program.
- ❑ Identifying strategies and solutions with Hennepin County and the University of Minnesota Center for Transportation Studies to reduce costs of providing transportation and help people be more independent.
- ❑ Coordinating the distribution of vans donated by 3M each year to partner agencies and other United Ways in Minnesota and Wisconsin.
- ❑ Arranging for low-interest loans to individuals to buy reliable cars.
- ❑ Supporting the “Lease to Own” program, allowing individuals and families to inexpensively lease and own a 3M-donated vehicle, while receiving training on car maintenance and financial management.
- ❑ Funding affordable, accessible maintenance and repair programs.

Program Partners: 3M, Community Action Council, Inc., Communities Investing in Families, Community Emergency Assistance, Program, Inc., Episcopal Community Service, Inc., Hennepin County, Pillsbury United Communities, PRISM, Ramsey Action Program, Scott, Carver, Dakota-CAP Agency, Inc., The Metropolitan Council, University of Minnesota Center for Transportation Studies, Ways to Work (National Partner)

Transportation Access

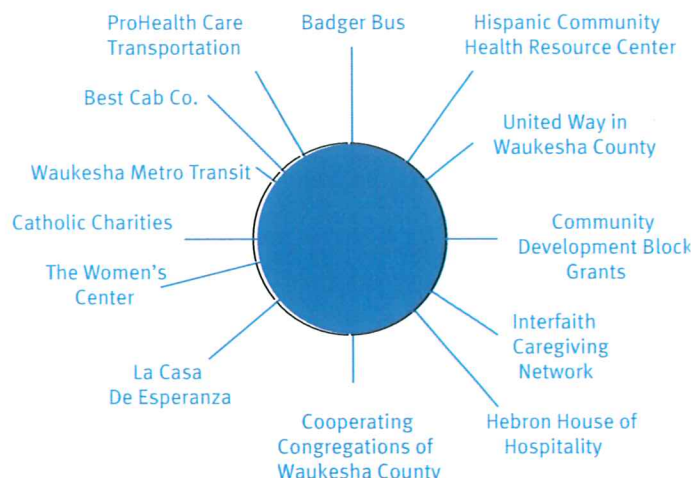
Transportation Access

Providing access to and from critical services for those in need.

Many low-income individuals and families in our community have no available resources to access needed transportation for medical appointments, physical therapy, finding or maintaining a job, or escaping from a threatening situation.

Access to transportation becomes a key component in the lives of these individuals and families. Many friends and neighbors of ours find themselves at risk as the result of poor health, limited resources to become self-sufficient, or a domestic abuse situation.

In 2006, 6,910 individual rides were given to 764 clients, an increase of 9% in clients served as compared to 2005.



Transportation Access is an excellent example of a Community Impact initiative in which the community has come together to address a critical issue. It is a collaborative of numerous organizations in Waukesha County including long-time United Way partners, local government, non-profits, businesses and foundations.

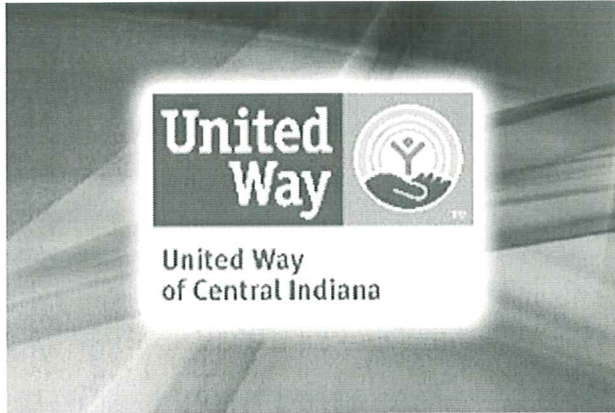
Transportation Access is improving the lives of individuals and families in our community.

Results:

98% of clients receiving transit services were able to access professional services relating to their immediate/emergent need such as employment and medical assistance.

99% of individuals receiving transportation services maintained or improved their health.

To learn more about Transportation Access, visit United Way's website at: www.unitedwaywaukesha.org



Those interested in the program must submit an application to United Way by August 1, 2008.

updated: 4/16/2008 10:33:26 AM

United Way Offers Organizations Help With Transportation Costs

InsideIndianaBusiness.com Report

United Way of Central Indiana is offering local agencies help with transportation costs as the price of gas soars. The organization has earmarked up to \$75,000 for the new reimbursement program. The organization says some agencies, such as Meals on Wheels, have been losing volunteers because of high gas prices and have had to hire more drivers and incur those unexpected costs.

Source: Inside Indiana Business

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Press Release

(INDIANAPOLIS)...April 16, 2008...Relief from higher-than-expected transportation costs due to rising fuel prices can soon be a reality for local United Way agencies that apply for a new reimbursement program offered by United Way of Central Indiana (UWCI). Up to \$75,000 has been earmarked for such aid.

UWCI's certified agencies in Boone, Hamilton, Hancock, Hendricks, Marion and Morgan counties can recoup up to 75 percent of the increase in such costs between January and June from 2007 to 2008, if they submit an application to United Way by August 1, 2008.

The reimbursement can be for gas used in vehicles owned by the agency and used to provide services to people in need or to reimburse for fuel used in vehicles owned by employees or volunteers that are used to serve or transport clients.

"United Way agencies are already stretched when it comes to resources. To complicate matters, when the economy is lagging, more and more people need agency services," said Ellen K. Annala, UWCI's president and chief executive officer. "By helping agencies offset some of these unexpected costs, we know it will mean they can in turn help more people in need."

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Annala said recent news reports have indicated that some agencies who rely heavily upon volunteers to fulfill some of their transportation services -- such as Meals on Wheels -- were losing volunteers because of high gasoline prices. As a result, they had to hire more drivers and incur those added, unexpected costs too.

Source: United Way of Central Indiana



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"Forging Partnerships for an Aging Community"



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Eastern Maine Transportation Collaborative's Health Services Initiative



Project Research
University of Maine Center on Aging



Project Sponsor
Eastern Maine Healthcare Systems



United Way of Eastern Maine

Project Facilitation
United Way of Eastern Maine

Made possible by a grant from:



The Maine Health Access Foundation

Eastern Maine Transportation Collaborative

In 2003, United Way of Eastern Maine launched the Eastern Maine Transportation Collaborative (EMTC), a partnership of over 30 transportation, public, and non-profit organizations. The group's goal is to have the best possible community transportation system in Eastern Maine and to help all people access services and opportunities that fit their needs and lifestyles. The group's work includes collaboration, resource sharing, training, and working with the state to improve policies and systems.



Members of The EMTC gather for a photo

Agencies represented in the Collaborative include Alpha One, BAT CC, Blue Hill Memorial Hospital, Bucksport Community Health Advisory Committee, Community Connections, Downeast Transportation, Eastern Agency on Aging, Eastern Maine Development Corporation, Eastern Maine Healthcare Systems, EMMC Family Practice Center, EMMC Dialysis Unit, Island Connections, Maine Department of Transportation, Maine Health Alliance, MDI Hospital, Millinocket Regional Hospital, Mount Desert Island Hospital, My Friends Place, Penobscot Community Health Center, Penobscot Valley Hospital, Penquis CAP, St. Joseph Healthcare, University of Maine Center on Aging, University of Maine Cooperative Extension Senior Companion Program, United Way of Eastern Maine, and Washington Hancock Community Agency.

Project Overview

In October of 2004, the Eastern Maine Transportation Collaborative received a \$35,969 award to study the transportation needs of chronically ill patients 65 years and older in Penobscot, Washington and Hancock counties. The award, in the form of a grant from the Maine Health Access Foundation (MeHAF), was made to Eastern Maine Healthcare Systems on behalf of the EMTC. The University of Maine Center on Aging, as a member of the EMTC, was contracted to conduct the needs assessment research with the help from EMTC and the United Way of Eastern Maine. The goal of this one year study was to learn about the transportation experiences, challenges, and needs of chronically ill patients 65 years and older in the 3-county region by tapping multiple sources of information.

Research Plan

Patient and Escort Survey

Surveys were developed and placed within 34 chronic care sites by the center to capture input from older adult chronic care consumers and their escorts about the transportation needs and challenges older adults face in obtaining such services. Key questions included distance traveled to obtain service, ease of transportation planning, availability of transportation, attractive transportation characteristics, and types of transportation need. Escorts accompanying patients were targeted through a brief survey tool designed to collect information on escort demographics, frequency of transportation provided, distance traveled, and ease of providing transportation.



Transportation posters were used to distribute surveys in medical offices.



[Click Here to Download the Patient Survey](#)



[Click Here to Download the Patient Escort Survey](#)

Community Case Studies

Community case studies were undertaken to learn about community-specific challenges and responses to transportation in 9 communities throughout the tri-county region: Bangor, Bar Harbor, Bucksport, Calais, Eastport, Ellsworth, Lincoln, Machias and Millinocket. Community members interviewed for these case studies included local government officials, older adults, service providers, local transportation agencies, clergy, nursing home administrators, pharmacists, and healthcare providers.

Medical Office Scheduler and Transportation Provider Surveys

Phone surveys were also conducted with transportation providers throughout the tri-county region in addition to schedulers and social workers. Transportation providers were asked about the types of services provided, fees, and challenges to providing transportation to older adults. Schedulers and social workers in each chronic care site were surveyed about the amount of time and effort spent assisting patients with transportation and issues encountered when providing such a service.

Best Practice Analysis

In addition to surveys and interviews, the center also completed a best practice analysis of existing models of medical transportation for older adults. Such models were selected based on their recognition by national transportation authorities and organizations as "best practice" approaches to medical transportation for older adults. Models were evaluated against the 5A's of Senior Friendly Transportation developed by the Beverly Foundation.

The 5 A's of Senior Friendly Transportation

- Availability:** Transportation exists and is available when needed (e.g., transportation is at hand, evenings and/or weekends).
- Accessibility:** Transportation can be reached and used (e.g., bus stairs can be negotiated; bus seats are high enough; van comes to the door; bus stop is reachable).
- Acceptability:** Deals with standards relating to conditions such as cleanliness (e.g., the bus is not dirty); safety (e.g., bus stops are located in safe areas); and user-friendliness (e.g., transit operators are courteous and helpful).
- Affordability:** Deals with costs (e.g., fees are affordable; fees are comparable to or less than driving a car; vouchers or coupons help defray out-of-pocket expenses).
- Adaptability:** Transportation can be modified or adjusted to meet special needs (e.g., wheelchair can be accommodated; trip chaining is possible).

Project Results

Based on project findings the EMTC released a set of recommendations for improving transportation for older adult chronic care patients. Patient cluster maps illustrating patient location in relationship with chronic care providers were also developed based on survey data gathered. Decision trees were created for healthcare schedulers and social workers to use in assisting patients with obtaining transportation. The project results are summarized in the center's final report which is currently in development. All project products are posted on our [Reports and Publication Page](#).



**View the EMTC
Public Forum PowerPoint**



**Click Here to view the EMTC
Health Services Initiative Final report**



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UMaine Center on Aging, College of Business, Public Policy and Health
 Camden Hall 25 Texas Avenue, Bangor, ME 04401-4324
 • Phone: 207-262-7920 • Fax: 207-262-7921

May 22, 2008

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United Way of Morris County

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Our Work

Fostering Self-Sufficiency Transportation Project

Affordable transportation has been a long-standing problem in Morris County due to inadequate public transportation and the high cost of owning a vehicle. The transportation gap is critical because it impacts every aspect of life: jobs, affordable housing, and access to health and human services.

In 2004, United Way initiated the [Transportation Survey](#) to better understand the needs of those who receive services from county and municipal agencies and non-profit organizations.

The survey concluded that the shortage of affordable and accessible community transportation affects Morris County's "transportation disadvantaged" residents, both in accessing social services and in accomplishing the many tasks of daily living.

To address the transportation "crunch" in Morris County, United Way and its partners are providing safe, affordable, and reliable transportation. United Way's Community Transportation Program will facilitate agency collaboration and lower transportation costs. In partnership with TransOptions, the Community Transportation Program will share best practices, pool underutilized agency resources, and consolidate services by sharing vehicles, drivers, and scheduling. The program will create new services by:

- Identifying new expert low-cost providers to replace less efficient services.
- Introducing proven transportation service models.
- Instituting a brokering/concierge service to connect transportation disadvantaged passengers and non-profit agencies to low-cost providers.
- Increasing auto ownership for low-income and immigrant populations.

For more information about United Way's Transportation Project, please email [Melissa Wankmuller](#) or phone 973.993.1160, x.122 or email [Carol DeGraw](#) or phone 973.993.1160, x.128.



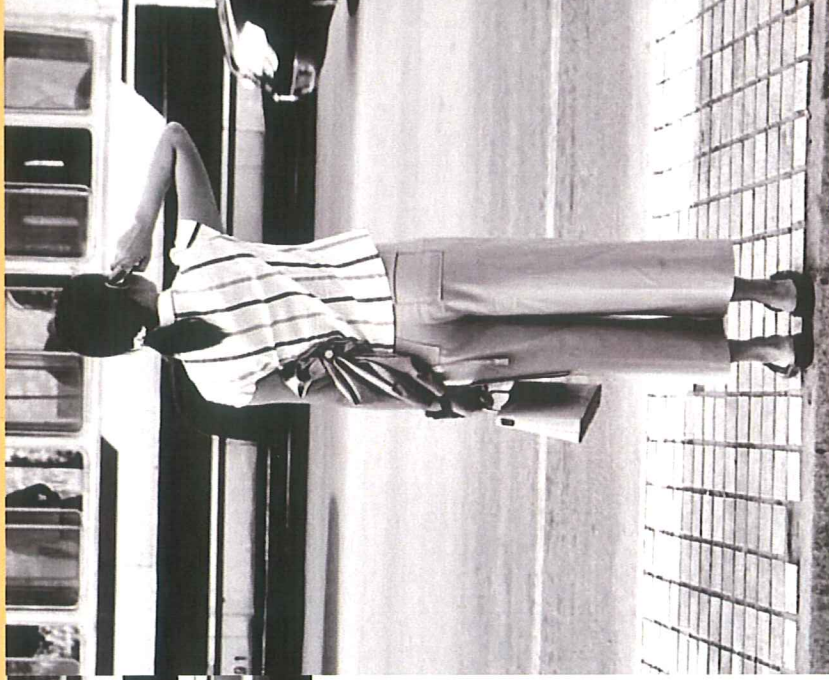
Conclusions

- The shortage of affordable and accessible community transportation affects Morris County's "transportation disadvantaged" residents, both in accessing social services and in accomplishing the many tasks of daily living.
- Seniors, people with disabilities and/or mental illness and the Hispanic/Latino community appear to be the most greatly impacted. These groups are among the fastest growing segments of the County's population; unmet transportation demand will increase in years to come.
- With increased collaboration and coordination among providers, there are opportunities to:
 - Improve access to transportation
 - Improve transportation service efficiency
 - Reduce costs via economies of scale
 - Reduce costs associated with unused capacity
- Resources currently supporting "high cost per ride" services and unused capacity could ultimately be used to provide other needed services.

Our Commitment

With this survey, United Way of Morris County brought the community together to better understand the County's transportation situation and its impact on our residents.

United Way will continue working with our community partners, exploring transportation solutions so that all our neighbors can live each day, fully and independently.



For More Information

United Way's Transportation Committee is working with the Morris County Division of Transportation, the Morris County Department of Human Services, TransOptions, and other community partners to identify solutions that address the County's transportation needs.

For more information, or for a copy of the complete Transportation Survey Report, please contact United Way of Morris County at 973.993.1160 or info@uwmorris.org.



United Way
of Morris County

P.O. Box 1948 / Morristown, NJ 07962-1948
phone: 973.993.1160 / fax: 973.993.5807
email: info@uwmorris.org / www.uwmorris.org



**It's Not Always Easy...
Getting From Here To There.**
*Community Transportation and Its
Impact on Morris County Residents*



United Way
of Morris County

Is There a Problem?

In a large region like Morris County, residents with little access to transportation may find it difficult to live fully independent lives.

A shortage of transportation options has long been presumed to be a real limitation for the County's "transportation disadvantaged": senior citizens, people with physical disabilities and/or mental illness, and residents without access to their own automobile.

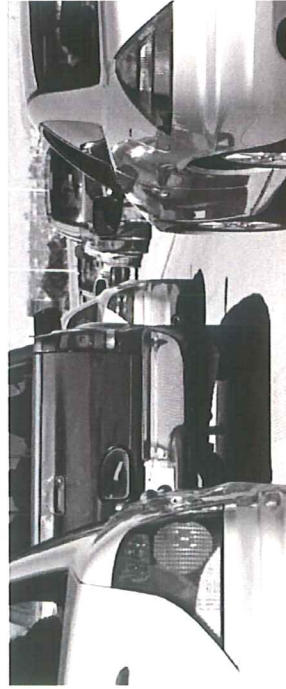
For those who cannot easily move throughout their community, tasks that many take for granted – getting to and from jobs, shopping for essentials, getting to and from medical appointments, or accessing social services – become real hurdles to negotiate each and every day.

In some cases, the inability to access services can have long-term, negative consequences. A senior resident may become increasingly isolated and depressed. An opportunity for a better job may be missed. An appointment for vital mental health services may be put off, again and again.

The Survey

In 2004 United Way of Morris County initiated the Transportation Survey to better understand the transportation needs of those who receive services from county and municipal agencies and non-profit organizations.

Surveys were sent or distributed to Morris County health and human service agencies and their consumers. Surveys were completed by 91 agencies and 927 consumers.



Key Findings: Transportation Service

- 53% of agency and 52% of consumer respondents cite lack of transportation as an issue in accessing services and/or accomplishing necessary daily tasks.

Daily tasks include getting to and from medical appointments, shopping for essentials, and getting to and from places of employment.

- The number of consumer respondents who feel that transportation is a limitation jumps to over 71%, when they do not have access to their own automobile to drive themselves to needed services and activities.
- The need appears greatest for seniors, people with disabilities and/or mental illness and members of the Hispanic/Latino population.
- The need for improved transportation services is greatest during weekdays, but it is also significant during evenings and weekends.



Key Findings: Costs and Capacity

- Morris County agencies spend nearly \$1.68 million* annually on transportation services.
- 63% of responding agencies provide some sort of transportation support, via their own vehicles, travel vouchers, volunteer drivers, or reimbursement to consumers.
- 85% of these costs are not recovered by grants or client co-payment.

This expense consumes funds that would otherwise be available for additional services.

**Total spending in Morris County is likely much higher, given that only 34 of 57 agencies providing transport reported actual costs of doing so.*

- Significant economies of scale exist in providing transport services, evident in costs reported by agencies with programs of varying sizes.

PROGRAM	# ANNUAL RIDES	AVG. COST PER RIDE
Small	< 3,000	\$53.76
Medium	> 3,000	\$20.30
Large*	> 58,000	\$16.36

*Morris Area Paratransit System (MAPS: Western/Central)

- Significant unused vehicle and driver capacity, totaling 881 idle hours per week, exists during weekday shifts at 46 of the responding agencies.