

Coordinated Transit in



SOUTHWEST GEORGIA

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Background Information



- **14 Counties**
 - **44 Cities**
 - Albany/Dougherty and Lee County – MPO
- 6000 Square Miles
- 365,000 population
- \$28,233 Per Capital Income
- The “other” Georgia



SOUTHWEST GEORGIA RDC



Background Information



- 168,000 in work force – and declining
- 7.6% with 4 year degree
- Largest employers
 - Poultry processors
 - Two Regional Hospitals
 - Marine Corps Logistics Base



Transit Programs



- **General Comments**
 - No Grand Plan
 - “Transit Happened”
 - Response to a critical Need
 - DHS came to us first (1999)
 - ✦ Asked if we would become the broker/administrator
 - ✦ Leadership was the key
 - ✦ Board that was thinking outside of the box
 - We went to GDOT Next
 - ✦ Funding for Equipment
 - ✦ Operating Subsidy



Transit Programs



- **Bid on Medicaid**

- Saw the opportunity to save money through coordination of all three services
- Use the same equipment (vehicles, computers, software) to schedule, transport.
- “billing” is then coordinated using the same software
- Large Providers use electronic systems
- Some small providers still handle everything by paper



Department of Human Services



- **Came to us**
- **Under Previous Broker**
 - Poor Service
 - Not on time
 - Refused to provide certain trips
 - Long Reservation time
 - Bankrupting companies
 - ✦ Each trip was negotiated to the lowest bidder
 - ✦ Not necessarily responsible bidder



DHS (Con't)



- **We looked at it**
- **RDC Transportation Committee**
 - 12 Member Committee of the RDC Board
 - ✦ County and City Commissioners
 - ✦ Private Sector Banking Representatives
 - ✦ Doctor
- **Chair Glenda Battle**
 - County Commissioner, Chair of Community Service Board, Charge ER Nurse, Past President of State Association,



DHS (Con't)



- RDC began to “administer” DHS Program only
 - Not a gatekeeper
 - DHS is gatekeeper
 - Bid and Contract Service with Private Sector Providers
 - RDC Administrative Per Trip Cost
 - ✦ 38¢ actual Administrative Cost
 - ✦ Initially Charged \$1.25
 - ✦ Went back to 79¢ after six months
 - ✦ Built Reserve to be used for Match to GDOT 5311 Program



DHS (Con't)



- Told to expect 180,000 to 200,000 Trips
- \$3,100,000
- First Year (2000) in 9 months provided 240,000 for approximately \$2,400,000
- Peak was 396,000 trips for approximately \$3,000,000



DHS (Con't)



- **FY 2008**
 - 285,124
 - \$2,558,208 (\$8.94)
- **FY 2009**
 - 278,264
 - \$2,578,455 (\$9.27)
- **FY 2010**
 - 270,285
 - \$2,467,452 (\$9.13)

DHS Cost per Trip – rest of State:

- \$10.83
- SW GA RC Savings: 16%



Public (5311)



- **When we looked at the program for DHS:**
 - One County with Public Service (Mitchell)
 - Issue was Funding for Match for Public Service
 - Regional Commission provided Funding for Match from Reserves built through the DHS Programs
 - Regional Insurance Program Provided Savings
 - Fuel Cards - Saves Taxes on Fuels
 - ✦ Approximately \$.32 per gallon



Public (5311)



- Initially RDC applied to GDOT for grants to purchase equipment on behalf of each County in our region
- GDOT then allowed us to group counties according to our private sector service providers
- Currently we do one Application to GDOT for our 14 county region.
- **Equipment and Operating Losses**
 - 5% to 10% match on Capital Equipment
 - 50% Match on operating losses



Public (Con't)



- **FY 2008**
 - \$1,519,609
- **FY 2009**
 - \$1,330,901
- **FY 2010**
 - \$1,548,566

Regional Commission receives approximately \$25,000



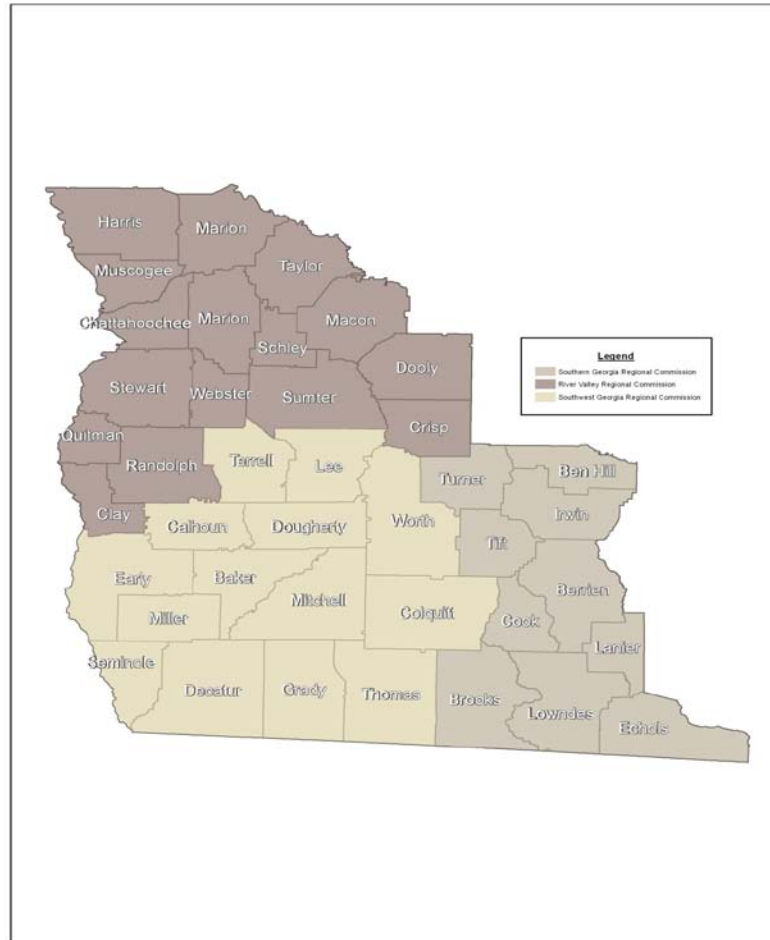
Medicaid



- **Competitive Bid with Private Sector**
 - 5 year contract, reviewed and renewed annually
- **Forty County Region**
- **Two MPO's with 5307 service**
 - Columbus and Albany
- **Balance is very Rural and therefore, difficult to serve**
- **Bid once – Declared invalid**
- **Second Bid**
- **Due for Request for Proposal in January 2011**



Medicaid (Con't)



Medicaid (Con't)



- **Prior to RDC:**
 - Operated by Private Company out of Atlanta
 - Contracts with Public and Private Transportation Providers
 - Very Frustrated Clients
 - Very Frustrated Medical Service Providers
 - ✦ Nursing Homes were particularly upset
 - Very Frustrated Transportation Service Providers



Medicaid (Con't)



- **Stringent Requirements to qualify as Broker**
 - \$1,000,000 Unrestricted Reserve Totally Committed or Letter of Credit/Performance Bond
 - Must operate in 40 Counties
 - \$5,000,000 Liability Insurance
 - Answer 92% of all calls within two minutes and have less than 2 minutes talk time
 - Must provide **any qualified** trip



Medicaid (Con't)



- **10 Minute Window on Dialysis Patients**
- **Involves Ambulatory, Wheelchair, and Stretcher Patients**
- **“Volunteer” Drivers**
- **26 contracted Companies**
- **Rural Regions are very difficult to serve**
- **Long Distance Trips (Atlanta and Augusta)**



Medicaid (Con't)



- **Per Member Per Month Capitated Rate**
- **228,000 members (Purged Rolls)**
- **Bid was eventually based on 189,000 Members – bid \$5.55**
- **Dropped to 171,000 at start**
- **Eventually dropped to 156,000**
- **Finally renegotiated to \$6.39 (5% provision)**



Medicaid (Con't)



- **Contracted Call Center Fired – Brought back in house**
- **Contract with lowest responsible public or private service**
- **FY 2009**
 - 565,146 Trips, 8,701,545 Miles, 138,445 Calls
 - Revenue: \$12,862,054
- **FY 2010**
 - 589,434 Trips, 9,171,303 Miles, 98,649 Calls
 - Revenue: \$13,492,054



Summary



- **Only Fully Coordinated Program in Georgia**
- **Horrific Start – Doing well now**
 - Unreliable TPO's
 - Learning the region and the necessary service
- **Did not cost Local Governments one Penny**
 - By combining all three programs we can save the state money, provide match, and enhance quality and quantity.
- **Biggest issue is 3 different funding sources, 3 methods to pay for, account for and report.**



Summary



- **Keys to Success**

- Leadership and Vision
- Recognizing the Need
- Knowledge of Region
- Transit Experience
- Revenues from 3 sources makes opportunities for success greater
- Volume is the key in transit programs



Summary



- **Issues**
- **Payment for Services**
 - Three different methods
 - Each is uniquely suited to their program
- **Accounting**
 - Same as Payment
- **Reporting**
 - Ditto
- **Agencies in Conflict**
 - Regulation
 - Funding
 - Qualifications of Clients



Questions

