As the mobility leader for the region, RTA will deliver a seamless, accessible, customer-focused mobility experience for all.
Driving Forces Behind the Objective

RTA’s Strategic Plan

Mobility as a Service

Mobility Management

Mobility Transformation

Greater Regional Mobility Initiative
Americans aged 65+ will nearly double by 2030.

We will outlive our ability to drive by 8 to 10 years.

85% of Americans are choosing to age in place.
Lack of access to mobility services in unserved & underserved areas.

Demand for mobility is growing. Costs increasing & shifting.

No show rates to critical medical appointments reported as high as 40%.
What we need to help fix...

Exhibit 1: Non-Emergency Medical Transportation And Health Care Visits Among Chronically Ill Urban And Rural Medicaid Beneficiaries

<table>
<thead>
<tr>
<th>CONDITION</th>
<th>RECOMMENDED NUMBER OF ANNUAL VISITS</th>
<th>USED NEMT AND HAD A RECOMMENDED VISIT</th>
<th>DID NOT USE NEMT BUT HAD A RECOMMENDED VISIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asthma</td>
<td>2--12 per year</td>
<td>73.97%</td>
<td>53.89%</td>
</tr>
<tr>
<td>Heart disease</td>
<td>10 per year (2 with specialist)</td>
<td>64.81%</td>
<td>27.60%</td>
</tr>
<tr>
<td>Hypertension</td>
<td>4 visits per year</td>
<td>50.97%</td>
<td>27.20%</td>
</tr>
</tbody>
</table>

Transportation Coordination

Coordination Plans
ODOT will support development and updating of local Public Transit-Human Services Transportation Coordination Plans.

Regional Coordination Plans
ODOT will pilot the development of Regional Coordination Plans that recognize inter-county transportation needs and priorities.

Technology-enhanced scheduling and dispatching systems
will be funded for 35 rural transportation providers. These web-based, shared license systems will allow use by both public and social service transportation providers. Broadband improvements in remote areas will ensure functionality.

Statewide Policy Alignment to Enable Coordination & Enhance Mobility
14 State Agencies are working to align policies that will make transportation coordination possible.

- Driver Standards
- Vehicle Standards
- Eligibility & Usage Policies
- Costing Standards

Transportation Prioritization

Non-Emergency Medical Transportation
Ohio Medicaid spends about $71 million per year on county-administered non-emergency medical transportation for Medicaid customers. Currently, services are delivered differently in each of Ohio’s 88 counties.

Goals
- Make it easier to match people with the transportation services they need.
- Improve the health of Ohioans by ensuring that they have transportation to needed medical appointments and services.
- Use transportation resources more efficiently and consistently throughout the state.
- Reduce redundancy and fill gaps where service is needed.

In FY 2019, Ohio Medicaid will implement statewide coordination of NEMT service by establishing a brokerage system to provide person-centered NEMT transportation services for Medicaid clients.
Mobility Transformation Goals

- Make it easier to match people with the transportation services they need.
- Improve the health of Ohioans by ensuring that they have transportation to needed medical appointments and services.
- Use transportation resources more efficiently and consistently throughout the state.
- Reduce redundancy and all gaps where service is needed.
The objective of this effort is to establish standards that can be adopted by agencies statewide. This will enhance mobility for human services clients, Medicaid customers and all Ohio residents by cutting red tape and making transportation coordination possible when it makes sense.
Address challenges of coordinating transportation services for the elderly and disabled populations in the nine county area.

What is the goal of Greater Regional Mobility Initiative?
Health and Human Service Transportation in the state of Ohio is provided over multiple state agencies which invest **over $500 million** into providing transportation for consumers, with Medicaid being the largest.
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Where are we at with this?

Responses to Ohio Department of Medicaid Non-Emergency Medical Transportation (NEMT) Request for Information have been received and taken into consideration.

Newly elected state administration in place, awaiting direction on aspects related to coordination of NEMT services in the state. To date, no word on if this is going to take place.

Work continues on other elements of ODOT’s Mobility Transformation Project.
- Regional Coordinated Plan Pilot Study (GRMI)
- Statewide Policy Alignment to Enable Coordination and Enhance Mobility
- Delivering Technology-Enhanced Scheduling Brokerage & Dispatch Systems
How does RTA’s work impact me?

RTA’s goal is not to expand service but coordinate and maximize the resources that already exist. RTA intends to seek out and establish relationships with existing service providers.

Work with the region’s Mobility Managers and Human Service agencies to develop a regional mobility coordination operation that supports ODOT’s Mobility Transportation Plan, Greater Regional Mobility Initiative Plan and MVRPC’s Human Service Transportation Coordination Plan.
Mobility Management

One Call, One Click

Mobility as a Service
One Call-One Click vs. Mobility Management

One call-one click can be a component of mobility management, given that mobility management is “a process of managing a coordinated community-wide transportation service network comprised of the operations and infrastructures of multiple trip providers in partnership with each other.”
In terms of the differences, the one major difference is that in MaaS, the consumer purchases a “package” of transportation services, typically on a monthly basis. Further, MaaS is operated by one entity, which can be a public or private organization.

While mobility management can be performed by one organization, it is not necessarily responsible for negotiating financial relationships with transportation service providers.

Finally, mobility management’s objectives are typically more focused on the traveler with special needs, while MaaS’s objectives focus is on providing individual mobility with a better level of service than that of a single-occupant vehicle.
So what is RTA working on...
Is the umbrella name for all alternative forms of mobility in the region that can be accessed through RTA's information and referral systems. It is intended to give you one-stop access to the mobility option that best meets your needs.
Progress to Date

• Transit app Partnership
• County-wide Paratransit
• Same-Day Paratransit
• Connectivity to Greene, Warren, Miami & Butler County Transits
• Dayton Link Bikeshare
• IVR Implementation
• Flyer Service

• 1st & Last Mile Program w/ Lyft & Other Providers Serving Underserved Areas
• Medicaid Provider
• DODD Provider
• VA Services Provider
• System Re-Design
• Passport Provider (in-progress)
There are several similarities between Mobility-as-a-Service (MaaS), one call-one click services and mobility management in general. In terms of the similarities, one overall vision of all three concepts is to improve livability in a community or region.
One Tap    One Call
Next Generation Trip Planning & Payments

RTA is working with Transit to provide a multi-modal trip planning mobile application that will include additional ways to pay for trips across all modes of mobility such as bus, bike sharing, rideshare companies and taxis.

The mobile application will be built to ensure all customers have choice in their mode of travel but ultimately pay the lowest fare guaranteed whether traveling on one or several modes during a single journey.

Monday
8am 12pm 5pm
Free!

Through a new payment system, customers will have the ability to utilize a smart card, mobile device, or digital wallets like Apple Pay and Google Pay to pay for fares across all modes.

Customers will have the ability to exchange their cash for value on a smart card or mobile device in order to utilize all available mobility services. Cash exchange locations will be made available across the entire RTA service area.
Dayton’s mobility app.
Stages of MaaS

2019
Integration of Multi-Mode Trip Planning

2020
Integration of Payment + Trip Planning

2021
Integration of Service Offerings, Bundling Packages

2022

2023

2024

2025
100% Integration of Societal Goals
Questions?