To learn more:
http://3p-ride.com/

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A Regional Public Transportation Coordinated Brokerage

Partner Transit Agencies:

- COLT
- LCTA
- STS
- STEP, INC.
- River Valley (EMTA)
- rabbittransit
THE ISSUE
or Measures of Success

- Decreased Missed Appointments / Return on Investment
- Decreased No Shows
- Changes in Health Status and Utilization Compliance
- Client Experience

Research being Conducted by Geisinger and Partners
Map
Phased Implementation

- Phase 1: Geisinger Patients and Members
- Phase 2: Targeted Groups- Human Services
Service Parameters (Phase 1)

- Tier 1: Baseline Service Level
  - 7:00 AM – 5:00 PM, M-F
  - Additional services offered
  - Staff on-site 8:00 AM – 5:00 PM, M-F

- Tier 2: Expanded Hours of Service

- Tier 3: Expanded Days of Service

- Tier 4: Staff Expansion
  - On-site coverage 6 am to 7 pm
Service Delivery

- Fixed Route Phase Out (Month 1-100%, Month 2- 75%, Month 3- 50%, etc...)
- Paratransit/Shared Ride
- Non-traditional modes: Commuter Services, Vanpools, Carpools, Volunteer Drivers, Churches
- Authorized number of trips
Process - Phase 1

**STEP 1**
Transportation Referral Form (Pre-Application) from CHA

**STEP 2**
Mobility Manager Assessment & Screening

**STEP 3**
Transportation Coordination

**STEP 4**
Geisinger Generated Trips

**STEP 5**
Ongoing Support & Follow-up
Process (cont.) - Phase 1

**STEP 1**
Transportation Referral Form (Pre-Application) from CHA

- Geisinger staff recognizes a need or a gap.
- Geisinger submits a Referral Form to initiate the process.
- Once received, the rider will be given eligibility for the Geisinger Funding Source for Trips.

**STEP 2**
Mobility Manager Assessment & Screening

- Mobility Manager reviews the Referral Form.
- Mobility Manager contacts the customer, does a screening, and acts accordingly.
- Mobility Manager bridges the gap between the rider and appropriate transit system’s services.

**STEP 3**
Transportation Coordination

- Mobility Manager assist riders in transit system eligibility process.
- Other appropriate funding sources are added to the client file and used accordingly.

**STEP 4**
Geisinger Generated Trip

- Geisinger sends trip requests as needed.
- Geisinger reserves rides via phone, form, or through digital portal.

**STEP 5**
Ongoing Support & Follow-up

- Mobility Manager available for support for Geisinger staff, stakeholders, riders, and transit providers.
- 3 month and 6 month follow-ups
- Periodic surveys to measure outcomes
- Needs/Barriers to Care disseminated to CHA
- Ongoing tracking:
  - # of referrals in
  - # of referrals made
  - # of individuals now using public transit funding sources
- Tracking of...
First-Time Referral
For patients who would be a first-time referral for transportation, please complete a referral form.

Trip Request Form
For patients requiring trips who are already in the transportation program, please complete a trip request form.

If you need assistance, please contact 4Ride.
Work Groups

- Patient Experience
- Metrics and Outcomes, tools to track and measure
- Referral Process (Phase 2) - including eligibility and work flow
Timeline

- **January:**
  - Develop 3\(^{rd}\) Party Provider Contracts
  - Define and Develop Phases of Project
- **February:**
  - Training Mobility Manager
  - Develop 3\(^{rd}\) Party Provider Contracts
- **March:**
  - Training CHAs
  - Implement 3\(^{rd}\) Party Provider Contracts
  - Design Training/Communication Plan
- **April 2, 2018:** Go Live