

SC Statewide Human Services Transportation Infrastructure Review Stakeholder Questions

Purpose of Outreach

The Statewide Human Services Transportation Infrastructure Review is currently underway. The study focuses on the Human Services Transportation infrastructure, with specific attention on the state's Non-Emergency Medical Transportation (NEMT) infrastructure. A primary goal of the study is to receive input from state departments and offices that provide transportation or have clients dependent upon public transportation.

Background:

- Typical human service consumer transportation demand centers on non-emergency medical transportation and work-related transportation
- Existing NEMT model in SC is the brokerage system, currently operated by Logisticare.
- The existing brokerage model has mechanisms in place – why, where, when trips are made; all complaints are recorded and performance measures are in place. One goal of the brokerage system is visibility at all levels, which was not in place before.
- SC DOT is sponsoring this study, in association with the Statewide Multimodal Plan update, to determine whether or not human service transportation delivery resources are being leveraged and utilized to their fullest and most efficient capacity, improving overall transportation within the state.

Stakeholder Questions

Friday, September 13, 2013, Corinne Donahue from CDM Smith will be available to discuss the study in more detail. She will be at the SCDOT Offices from 8:00 am to 12:00 pm to meet with stakeholders, answer questions, and receive feedback on the Statewide Human Services Infrastructure Review. The following questions will begin discussions among stakeholders who wish to meet with Ms. Donahue. Please contact Diane Lackey, Statewide Programs Manager, Office of Public Transit, at 803-737-0146, lackeydm@scdot.org to RSVP for the morning stakeholder interview appointments. If you are unable to attend, please email Corinne responses to the following questions. Thank you for your participation!

- Name, Agency
- Contact Information
- Does your agency provide NEMT transportation or have consumers who use transportation services? Describe services/programs.
- Does your agency provide work-related transportation or have consumers who use transportation services offered by your agency? Describe the services/programs.
- How has/does the existing brokerage model worked for your agency and for your consumers?
- How has/does existing public transportation services work for your agency and for your consumers?
- Are you familiar with other states using a different model for NEMT or public transportation services?

Discussion of Brokerage Model vs. Consumer Choice Models.

- What model do you think is best for the state of South Carolina and for the clients using the transportation options? Why?
- How would changes in the NEMT transportation model affect your agency and clients?
- How do you envision your agency increasing coordination with public transportation agencies, such as combined trips, funding, scheduling, etc.?
- Where do you see NEMT and/or work-related transportation in 5 years, in 10 years?