



Preserving the NC Coordinated Transportation Model

10/4/16



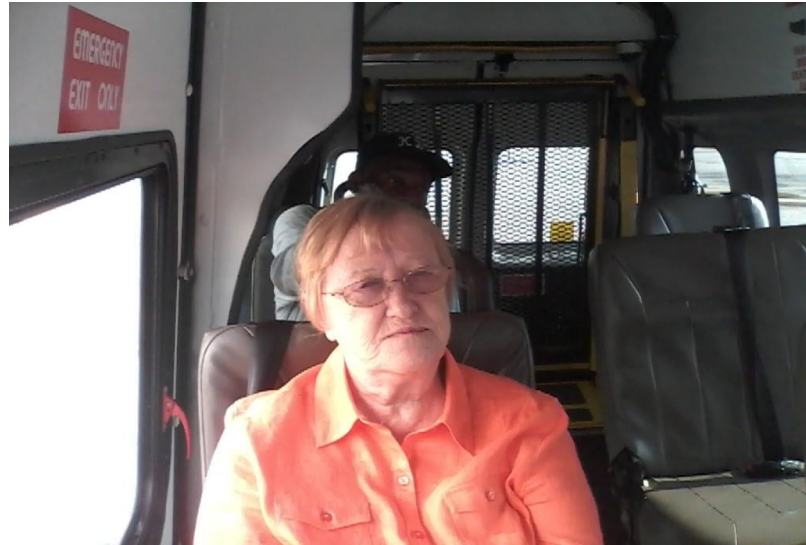
KARTS' Service Area



Figure 1: KARTS Study Area

What is Coordination?

- Shared Vehicle for all Riders
- Shared Costs for all Riders
- Shared Mile Billing

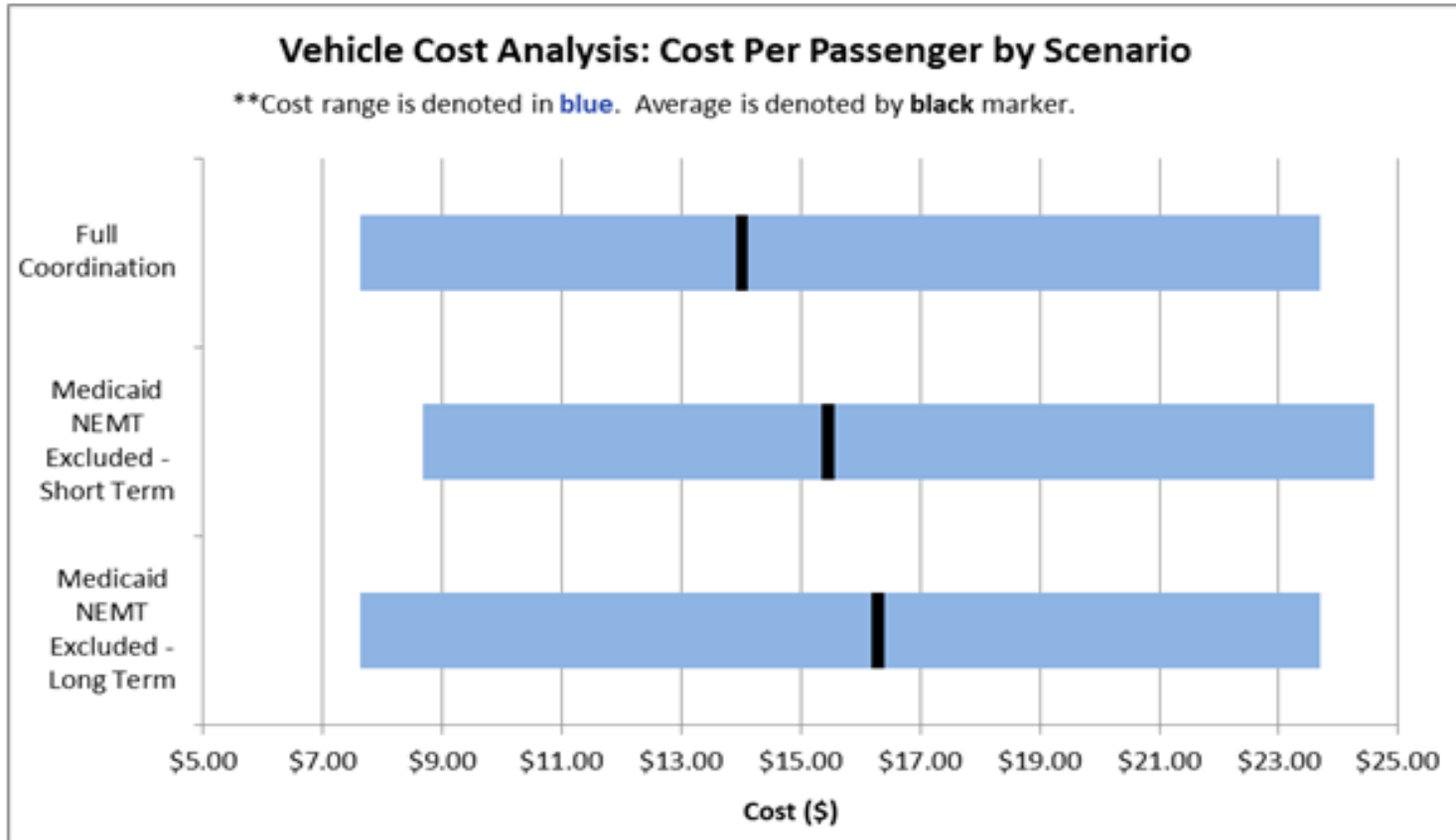


- In NC this has been the model since 1978
- This model has been preserved in the past by Executive Order issued by the Governor. Including the creation of a state level interagency coordinating council
- Unfortunately, the Executive Order has expired and the council currently does not exist, leaving the future of coordination in jeopardy

Scheduling of Service

- We work directly with local DSS
- Customers schedule with the DSS
- The DSS then sends us the trips
- The DSS trips are scheduled with General Public, Aging, Mental Health, Employment, Dialysis and any others needing transportation

Cost Impacts of Coordination



Source: NOBLIS Whitepaper Produced for KARTS

Vehicle Utilization

- All vehicles are shared use vehicles
- Miles and hours are shared across all rider types
- This allows us to disperse costs evenly across all riders, thus driving the cost down for all
- This also creates a greater diversification and availability of routes



Travel Impacts of Coordination

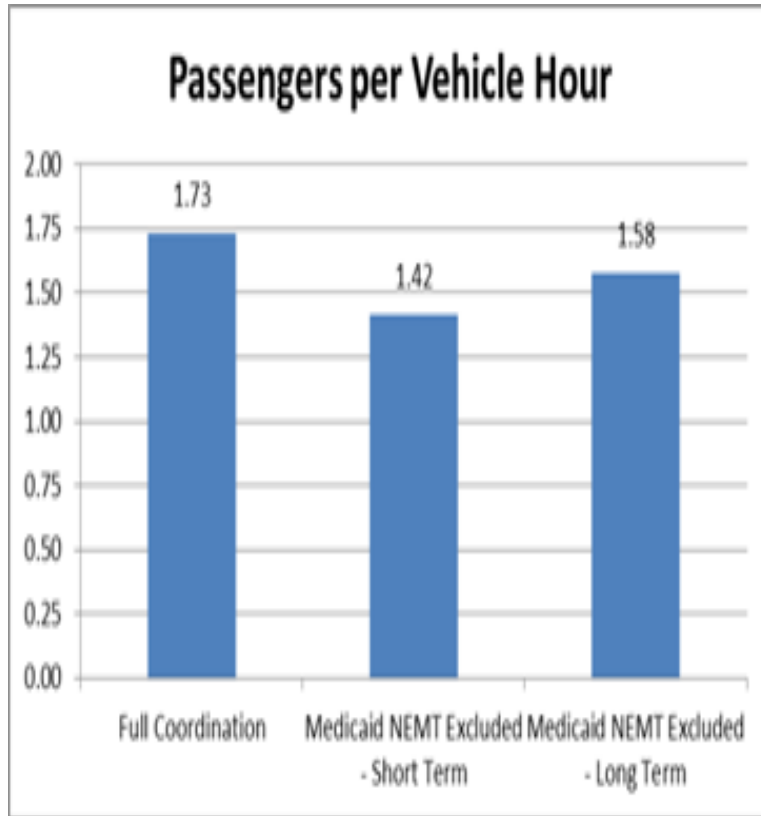


Figure 1: Passengers per vehicle hour for each scenario

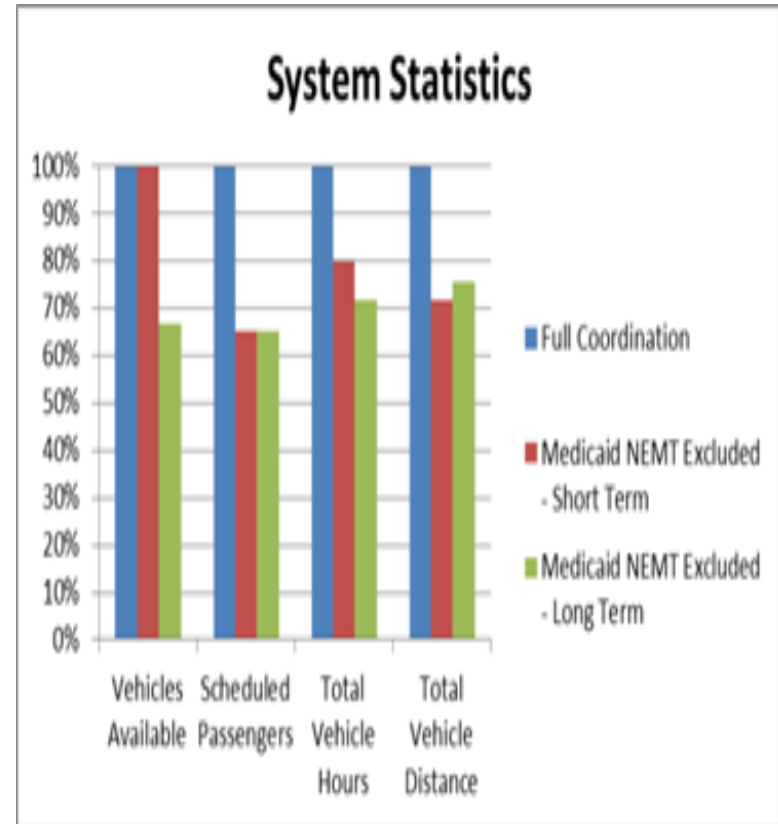


Figure 1: System KPIs for each scenario

Source: NOBLIS Whitepaper Produced for KARTS

Coordination Under Attack

- Over the last 6 years our Model has been under attack by the Statewide Brokerage Lobby
- As President of NCPTA we fought hard against legislation and lawmakers efforts to privatize NEMT
- In NC we believe that a Statewide Brokerage would be detrimental to our mobility network



Mobility Options Reduced

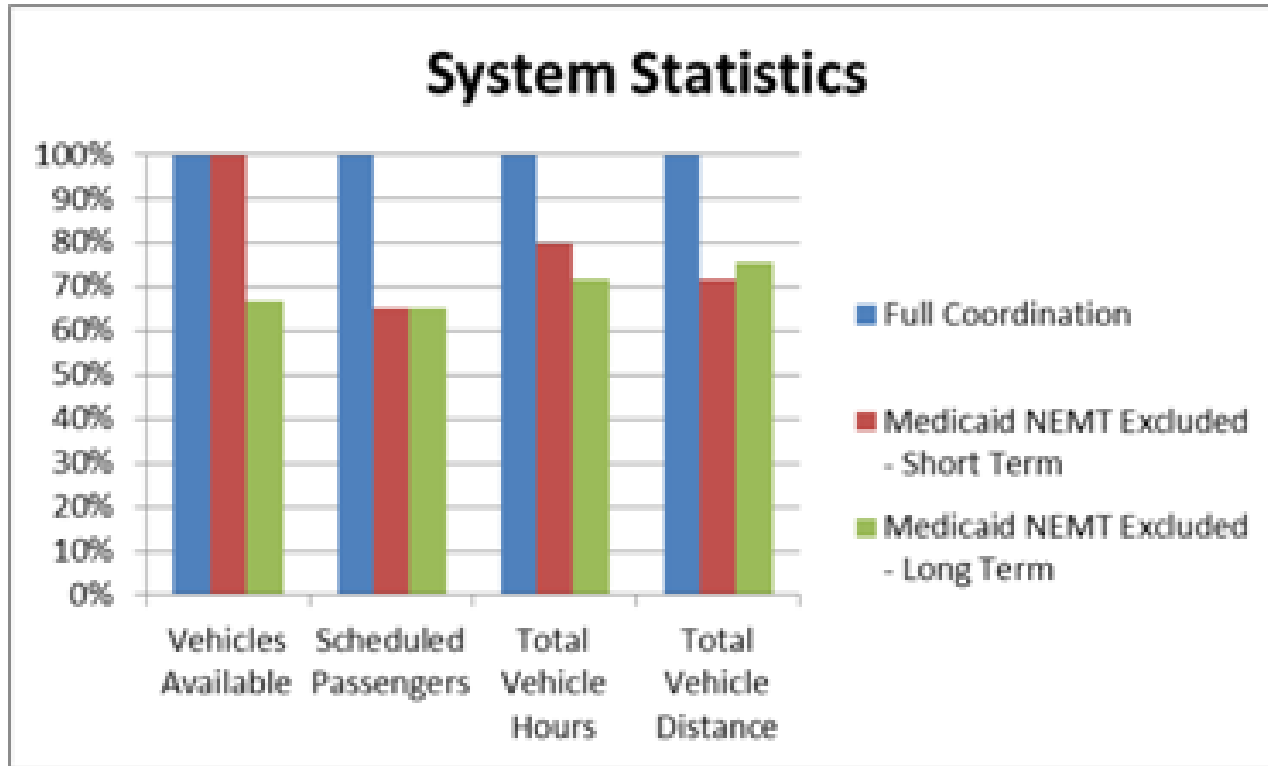


Figure 1: System KPIs for each scenario

Source: NOBLIS Whitepaper Produced for KARTS

Winning the Fight

- By showing the benefits to lawmakers we have been able to successfully fight the Brokerage Lobby
- Successfully defended against an RFP to privatize the State
- **OUR COSTS WERE MUCH LOWER THAN THE BIDS!**



What Worked?

- Telling our stories through the riders
- Proving that what we were doing is cost effective
- Showing our capacity to provide the service and meet all Federal Standards
- Showing the tangible effects of removing coordination
- Meeting with Lawmakers
- Staying vigilant against legislation that often is hidden...

The Future of NC Coordination

- There is a push for MCO to come in and privatize Medicaid services
- Currently all NEMT providers are being forced to pass Medicaid audits and enroll in a direct billing system for payment
- There is talk of standardized billing structure and possibly rates
- They continue to try and modify our coordinated system

WE Continue to FIGHT



QUESTIONS?