

Transportation Webinar, June 29, 2017

## Frequently Asked Questions

Please list the question and the answer in Aerial-12

1. For those who have aide service through the Aging Waiver can aides travel for free with the senior?

Response: Each shared-ride provider locally determines its escort policy as it relates to the Shared-Ride and PwD Programs. Most providers charge a reduced or no fare to medically necessary escorts.

2. Can an identification card (Transportation) expire?

Response: The Free Transit identification cards that PennDOT provides to transit systems for issuance are not intended to have a set expiration date. However, when transit systems begin deploying new identification card technology through the statewide fixed route ITS initiative in the next few years seniors will likely have to work with the transit systems to receive new identification cards.

3. You keep referring to prior day scheduling. It is my understanding Shared Ride requires at least two days prior scheduling?

Response: Both of PennDOT's shared-ride programs (Shared-Ride Program for Seniors and PwD) require at least prior day scheduling of a trip for it to be eligible for state funding. Some transit systems have decided to require earlier reservation cutoffs due to operational needs but most systems allow reservations the day prior. The statewide deployment of Ecolane should lead to more consistent shared-ride service delivery from county to county in this and other regards over time.

4. What procedures to social service agencies, who cover the 15% co-pay for Share Ride have to follow to inform riders of changes in their payment of the 15%? Also agencies have discretion to state which type of trips they will cover the 15% on, correct?

Response: PennDOT has no requirements for social service agencies acting as third party sponsors to notify riders of changes in their level of sponsorship. PennDOT requires the transit system to ensure the full 15 percent co-pay is collected from the senior and/or an approved third-party sponsor.

Third party sponsors may limit their level of sponsorship based on trip purpose.

5. Can aides travel with senior for free if they are receiving the aide services through the Aging Waiver Program?

Response: This depends on the escort policy of the local transit system and will vary from county to county.

6. What are the rates for group trips to the rider? Are they set by each Transportation Provider? Are they publicly available?

Response: The fare structures for shared-ride service are locally developed and approved by PennDOT or, in a handful of cases, the PUC. Some fare structures do include a reduced rate for group trips but it is uncommon statewide. All the shared-ride fare structures are not compiled into a single document but each system can provide its fare structure upon request if it's not already available on the system's website.

7. How can I find out if anyone in my area is a vanpool participant? I found out about this program from the trip to Harrisburg a few weeks ago. I am in Western Pennsylvania, (Hermitage). I called our local Enterprise, but they had no clue what I was talking about and said they probably do not have information on it because they are part of the Ohio group even though they are located in Pennsylvania.

Response: We have been corresponding with Bobby Fultz at Enterprise relative to our new vanpool program. His contact information is 717-572-2127 - [Robert.C.Fultz@ehi.com](mailto:Robert.C.Fultz@ehi.com). He should be able to direct you to the appropriate Enterprise contact for your region.

8. For Waiver, how will they set it up so SC's can buy the smartcards for 40 or so participants?

Response: The smartcards will be distributed locally. A service coordinator will need to work with the local transit provider to obtain cards on behalf of their participants.

9. Could Smart Card technology be implemented for Shared Ride to eliminate Shared Ride users from having to carry cash to pay for rides?

Response: PennDOT would like to deploy electronic fare paying technology statewide for shared-ride service but it does not have an active project for this. We anticipate the fare paying solution deployed through fixed route ITS to potentially be adopted for shared-ride service to meet this goal.

10. We have been told that SEPTA photo identification is being implemented for those with disabilities to?

Response: SEPTA is now deploying reduced fare cards for riders with disabilities that include a photo of the rider.

11. Are you looking for any initiatives for people who are too sick or do debilitated to even use Shared Ride? Barriers include inability to overcome curb to curb

requirements, dementia/behavior issues that even having an escort don't address, too ill or weak for the trip to last a number of hours Shared Ride may cover. These do not meet the Medicare requirements for non-emergency ambulance transport.

Response: It is undeniable that certain individuals need a level of service in excess of what can be provided through shared-ride. Funding service of this level falls outside of the legislated scope of PennDOT's current public transportation programs and fits more within the Department of Human Services or the Department of Aging's operations.

12. Can you review the senior identification system? Does SEPTA issue the identifications? Did I understand correctly, that the senior fee on a fixed route service is at no cost at all times with the identification?

Response: SEPTA or the office of a local legislator issues Free Transit ID cards in Philadelphia. The cards allow seniors to ride fixed route service for free at all times.