COORDINATION: There is a diversity of funding and needs related to transportation that makes coordination challenging between Healthcare and Transportation Providers.

Issues Identified:

- There is no single location to find information and there is no single phone number to call as well. Communication is needed.
- More coordination is needed at the regional and State level. Five Regional Coordinating Bodies/MPOs (Metropolitan Planning Organization) identified and that could be further developed.
- Communication and coordination are needed between healthcare, public health and transportation resources to support community members who don't have access to reliable transportation.

Possible Solutions:

Statewide Coordination Committees:
Maryland Statewide Coordinating Committee:
https://msa.maryland.gov/msa/mdmanual/26excom/html/21hum.html
 http://mdrules.elaws.us/comar/01.01.2010.10

Fla Commission for the Transportation Disadvantaged: https://ctd.fdot.gov/aboutus.htm

Minnesota Council on Transportation Access: https://coordinatemntransit.org/about/MCOTA

Nebraska Statewide Coordinating Committee
Handbook: https://s3.amazonaws.com/documentstndot/NDOR_Documents/NDOT_MMProject_SCC+Handbook+-+Edition+1.pdf

Evaluate development of a Statewide Contact Point:

National Center for Mobility Management include regional and state resources:
https://nationalcenterformobilitymanagement.org/for-mobility-managers/state-local-mobility-management-websites/

MD 211- Statewide NANPA (North American Numbering Plan Administrator) to provide a single information platform.
https://nationalnanpa.com/
https://211md.org/resources/health-care/

Mobility management platform to provide a single information platform

"New Program Helps Emergency Rooms Connect Community members to Community Resources". October 3, 2022   https://211md.org/er-community-resources -

INDUSTRY CHARACTERISTICS AND CAPACITY: Since socio-economic status is connected to health and since demand exceeds services provided by social welfare, transit and healthcare, characteristics for each industry should be evaluated.

Issues Identified

- Use of Transportation Network Companies (TNC) companies (Uber, Lyft Healthcare) is helpful in certain areas and could be expanded. However, in more rural areas, this is not a viable option since the system is not in place at this time.
- Mobility technology could be integrated Statewide as well as regionally. However, in more rural areas, there are literacy problems, internet access and a lack of hardware. Some of the more vulnerable populations have trust issues of technology.
- Public transportation is challenged by the Federal government efforts to convert public transport vehicles to electric fuel. This will also impact the current electric grid and poses serious problems for many systems.
- There is a Statewide driver shortage problem.   Non-profits (Community Health Workers) and navigators/educator positions are hard to fill. This need is even greater in the rural areas. What can Workforce Development do to help?
- Medicaid forms are challenging to complete.

Possible solutions and Strategies

- Consider regional partnerships with Transportation Network Companies (TNC) and non-profit companies to provide regular and consistent transportation in rural areas for dialysis community members. This may be studied at the regional level in coordination with State agencies. https://www.lyft.com/healthcare

- Incentivize interregional transportation for medical purposes, particularly in the rural parts of the State.

- Re-institute MDOT funding that was reduced in FY 21 due to the availability of CARES Act funding. https://mgaleg.maryland.gov/Pubs/BudgetFiscal/2023fy-budget-docs-operating-J00H01-MDOT-Maryland-Transit-Administration.pdf (see Page 39) https://www.mdot.maryland.gov/OPCP/MDOT_FY21_Operating_Budget_Reductions.pdf

- Monitor Federal Register Federal Register Vol 87 Number 172 pages 54760-54855 "Streamlining the Medicaid, Children's Health Insurance Program, and Basic Health Program Application, Eligibility Determination, Enrollment, and Renewal Processes". Comment period ended September 7, 2022. https://www.govinfo.gov/content/pkg/FR-2022-09-07/pdf/2022-18875.pdf

COMMUNITY MEMBER CHARACTERISTICS AND DEFINITION Non-emergency health transportation provides unique community member challenges and coordination is critical for effective services.

Issues Identified

- Inter-regional transportation for community members is very important. In the Western part of the state, these challenges include basic treatment such as dentistry. Some community members have to go to other states, Hagerstown or Baltimore for treatments.
- This population may require additional assistance such as wheelchair, assistance with equipment, etc.
- Follow up care after a treatment is difficult. This includes the transfer of community members to larger more specialized facilities.

Possible Solutions or Strategies

- Codify Non-emergency transportation terms or establish a health transportation program within the MD Department of Health.
  https://mgaleg.maryland.gov/mgawebsite/Legislation/Details/hb1243?ys=2022RS
- Increase Senior Ride funding so that all regions can receive a portion of the funding.
  - https://mgaleg.maryland.gov/2007RS/bills/hb/hb1189t.pdf
  - https://vtrans.vermont.gov/public-transit/E-and-D
- Consolidate a resource list of different programs and methods to increase follow up care transportation. Programs include, but not limited to:
  - United Rides:
    https://www.fredericknewspost.com/news/politics_and_government/transportation/united-way-partnership-to-expand-ride-options-for-people-in-need/article_b01ab335-f81e-52eb-9c13-ad486077e298.html
  - Washington CAC:
  - Allegany HRDC:
  - Delmarva Community Services:
  - Wheels to Wellness:
  - Etc.