



Mecklenburg Transportation System (MTS)

Trip Program Modifications

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Presentation Overview

- Transit Service Providers
- Pandemic-Related Funding Impacts
- Future Trip Program Modifications
- MTS Service Data
- Community Transportation Resources
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Transit Service Providers

- **Charlotte Area Transit System (CATS)** – Largest transit system between Atlanta and Washington, D.C.; 69 local, express and regional bus routes, including LYNX Blue Line, City LYNX Gold Line, vanpools and paratransit
- **Special Transportation Services (STS)** – Paratransit with CATS operating under ADA law that guarantees all trips within system service area
- **Mecklenburg County Transportation Services (MTS)** – MTS and six (6) contracted vendors provide non-emergency transportation for Medicaid recipients and non-Medicaid residents 60 and older or individuals with disabilities; 46 staff; 25 Light-Transit Vehicles; and three 15-passenger vans



MTS Transportation Vendor Partners

| Vendor Name | Total vehicles | ADA-accessible Vehicles |
|-----------------------|----------------|-------------------------|
| A-1 Wheelchair | 10 | 10 |
| City Cab | 28 | 1 |
| Inner City | 15 | 1 |
| Orange | 45 | 2 |
| Prestige | 30 | 5 |
| Royal | 51 | 9 |



Medicaid Trips (Mandated)

The County is obligated to ensure that Medicaid recipients have transportation to access medical care. Both MTS and its contracted vendors provide Medicaid transportation.

| Fiscal Year | Clients | Trips |
|----------------|---------|---------|
| FY23 | 2,460 | 190,142 |
| FY24 (Jul-Feb) | 2,170 | 144,610 |



Non-Medicaid Trips (Discretionary)

| Maintenance of Health | General Purpose |
|----------------------------|-------------------------------------|
| Medical (Non-Medicaid) | Government/Non-Profit Organizations |
| Adult Daycare | Paid Employment |
| Dialysis and Chemotherapy | Financial Institutions |
| Congregate Nutrition Sites | Fitness Centers |
| Grocery | Post-Secondary Education |
| Food Bank | Hair Salons/Barber Shops |
| Farmer's Market | Faith-Based Organizations |



Pandemic-Related MTS Funding Impacts

- From FY21-FY23, MTS received \$8.9M in additional federal funding due to the COVID-19 pandemic:
 - Coronavirus Aid, Relief, and Economic Security Act (CARES) - \$4,095,288
 - American Rescue Plan Act (ARPA) - \$3,861,645
 - Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) - \$982,163
- MTS used the federal funding to expand non-Medicaid trip services by 28% (4,472 more trips than in FY21) and facilitate social distancing.



Pandemic-Related Funding Impacts

- CARES Act funding will be fully expended by the end of FY24.
- ARPA/CRRSAA funding will be fully expended before the end of FY25.
- The exhaustion of COVID funding will generate a revenue loss of approximately \$1.54M after FY25.
- Maintaining current service levels would require an additional \$1M of revenue in FY25, \$2.4M in FY26 and continued escalation in future fiscal years.



MTS Trip Program Modifications

For FY25 and beyond, MTS will make the following adjustments to trip services:

- Continue all Medicaid trip services
- Continue all Maintenance of Health trip services
 - ❑ Medical, Dialysis, Chemotherapy
 - ❑ Nutrition Sites, Grocery, Food Bank, Farmer's Market, Adult Day Care
- Discontinue General Purpose trip services (eff. July 1, 2024)
 - ❑ Government/Non-Profit Organizations, Faith-Based Organizations
 - ❑ Employment, Financial Institutions, Post-Secondary Education
 - ❑ Fitness Centers, Hair Salons, Barber Shops



MTS Trip Program Modifications

- Freeze enrollment of new, non-Medicaid customers
- Reinstate \$1.50 passenger trip fare after the required 30-day notice and comment period (July 1, 2024)
- Implement new scheduling and routing software (January 2025)
- Evaluate the feasibility of increasing fares by \$2.00 to align with the \$3.50 CATS/STS fare (FY26)



MTS Trip Program Modifications

- Discontinuing General Purpose trips will reduce costs by \$1.7M and allow MTS to continue providing Maintenance of Health trips that meet the most critical needs of the community.
- The \$1.50 passenger fare was waived from October 2021-present in response to the COVID-19 pandemic. Reinstating the \$1.50 fare will reduce FY25 vendor costs by an estimated \$170,000 out of a total vendor cost of \$3.4 million.



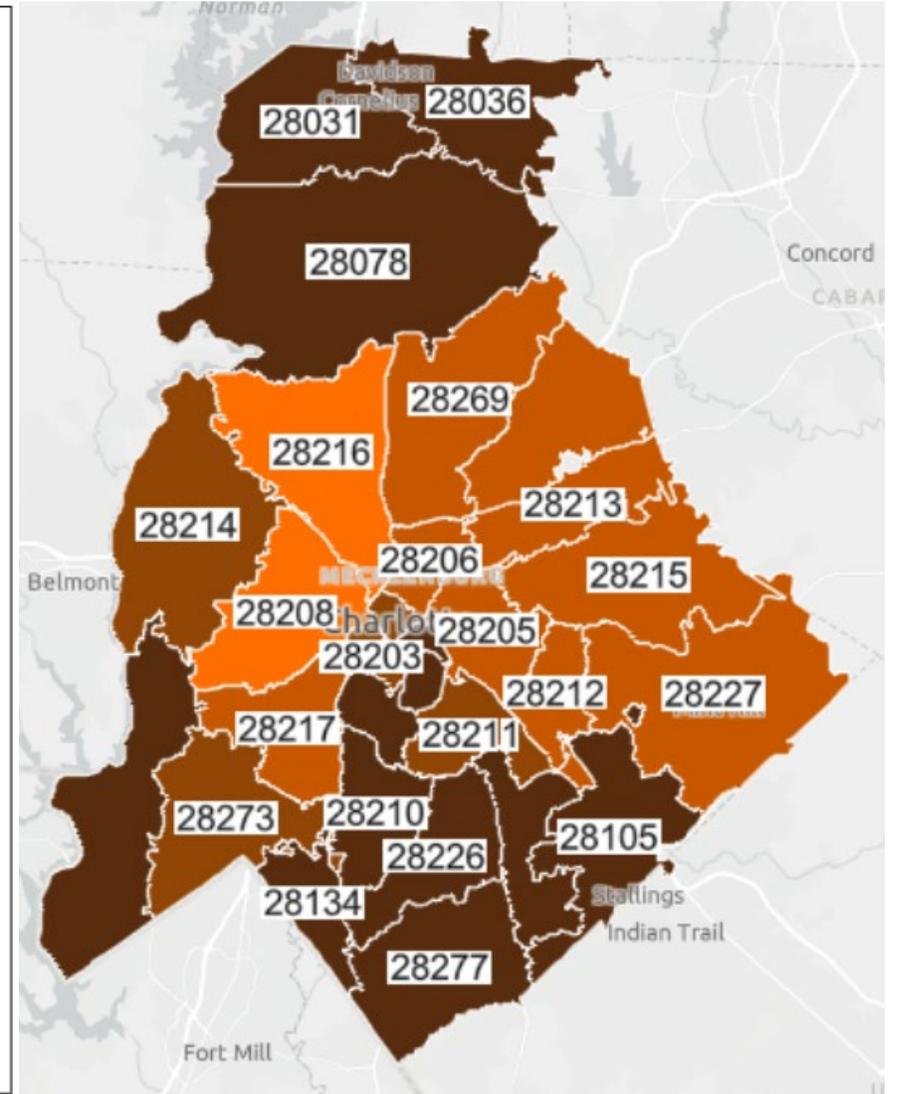
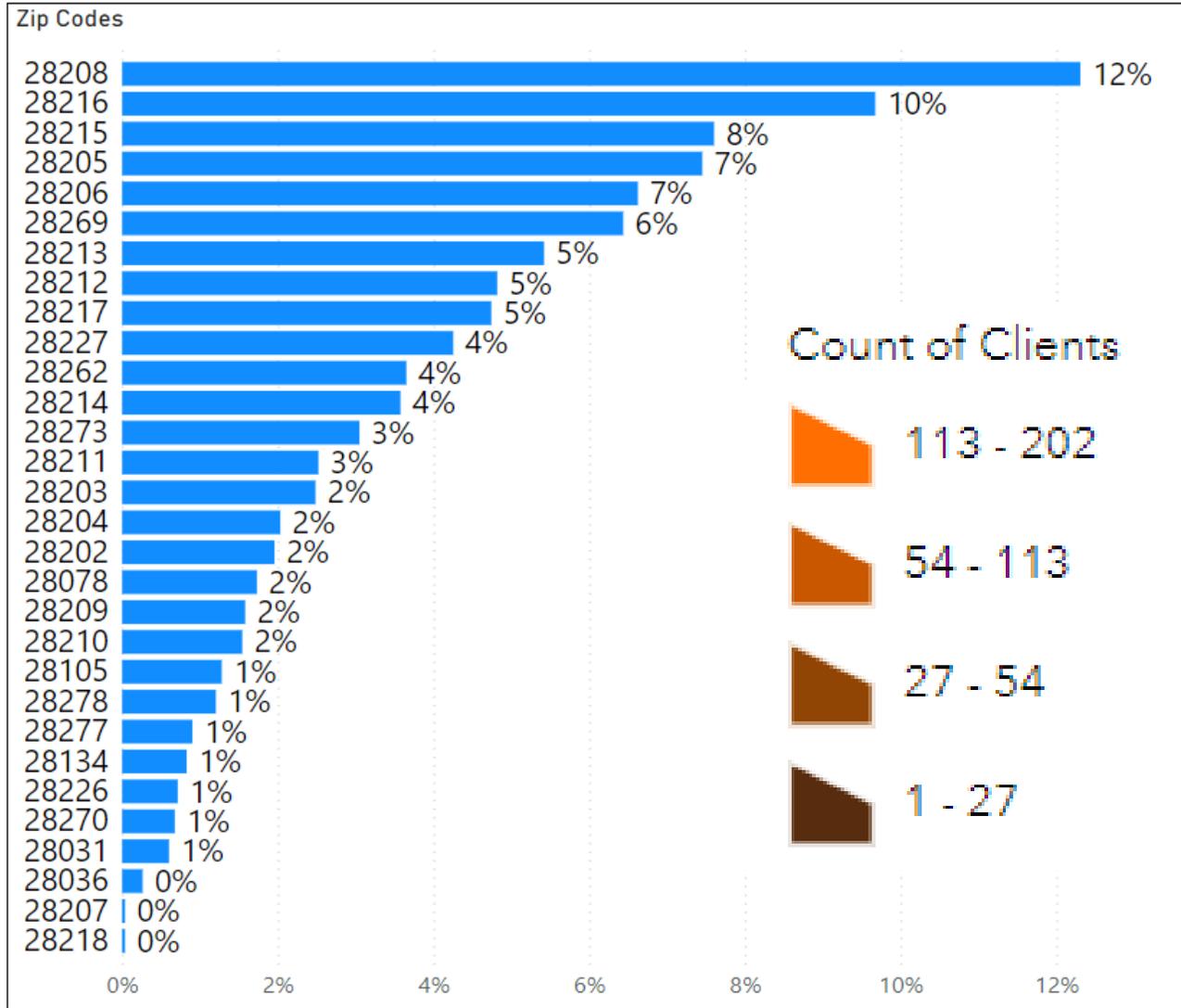
MTS Non-Medicaid Service Data

| Trip Type | FY21 | | FY22 | | FY23 | | FY24 (Jul-Feb) | |
|------------------------------|---------------|---------------|---------------|----------------|---------------|----------------|----------------|----------------|
| | Clients | Trips | Clients | Trips | Clients | Trips | Clients | Trips |
| Maintenance of Health | 1,546 | 66,254 | 1,658 | 80,203 | 1,898 | 94,598 | 1,714 | 71,452 |
| General Purpose | 630 | 15,471 | 562 | 19,943 | 573 | 32,783 | 652 | 32,499 |
| Total | *1,755 | 81,725 | *1,848 | 100,146 | *2,109 | 127,381 | *1,925 | 103,951 |

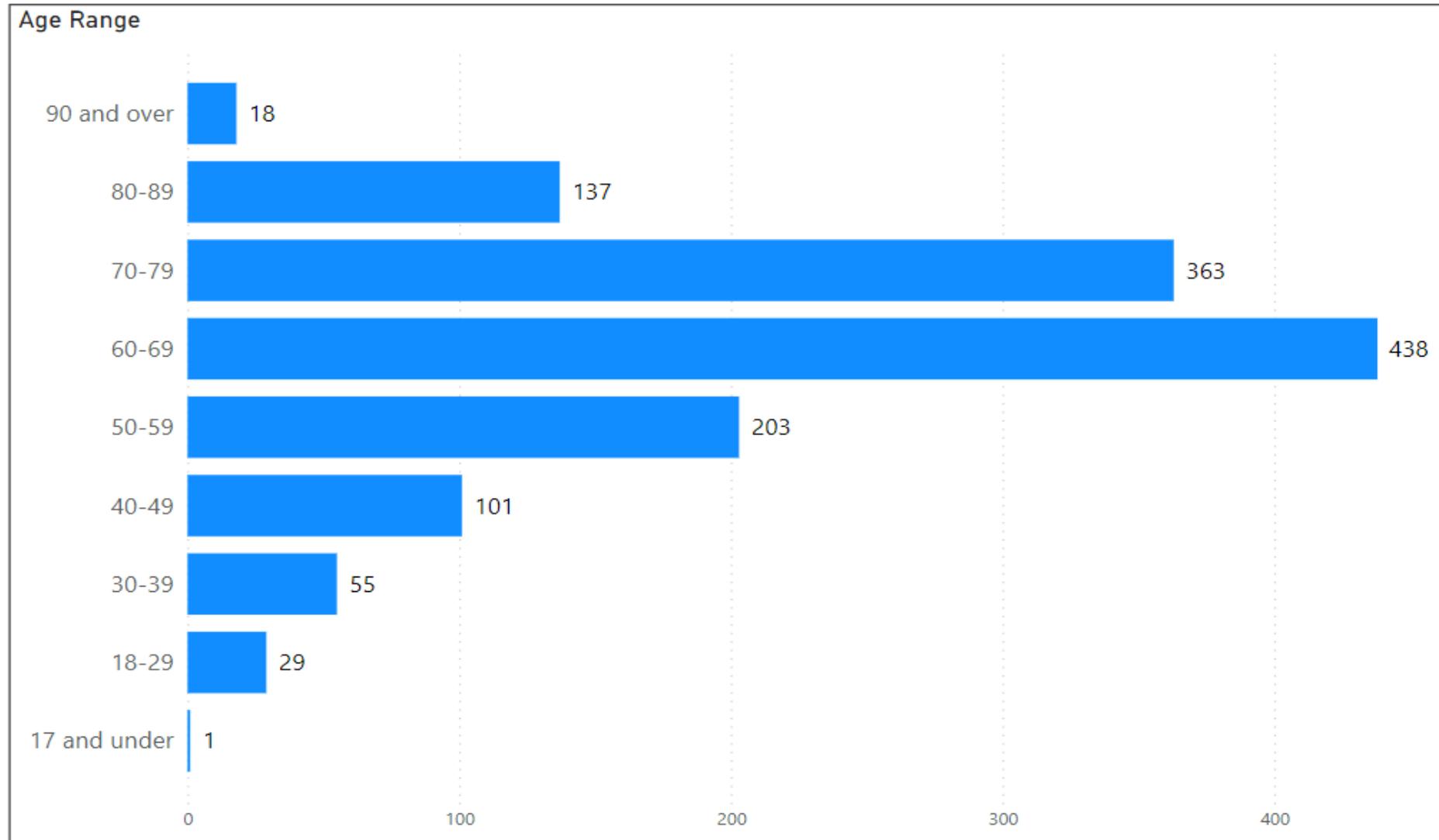
*Client totals reflect an unduplicated count. Some clients receive both Maintenance of Health and General Purpose trips.



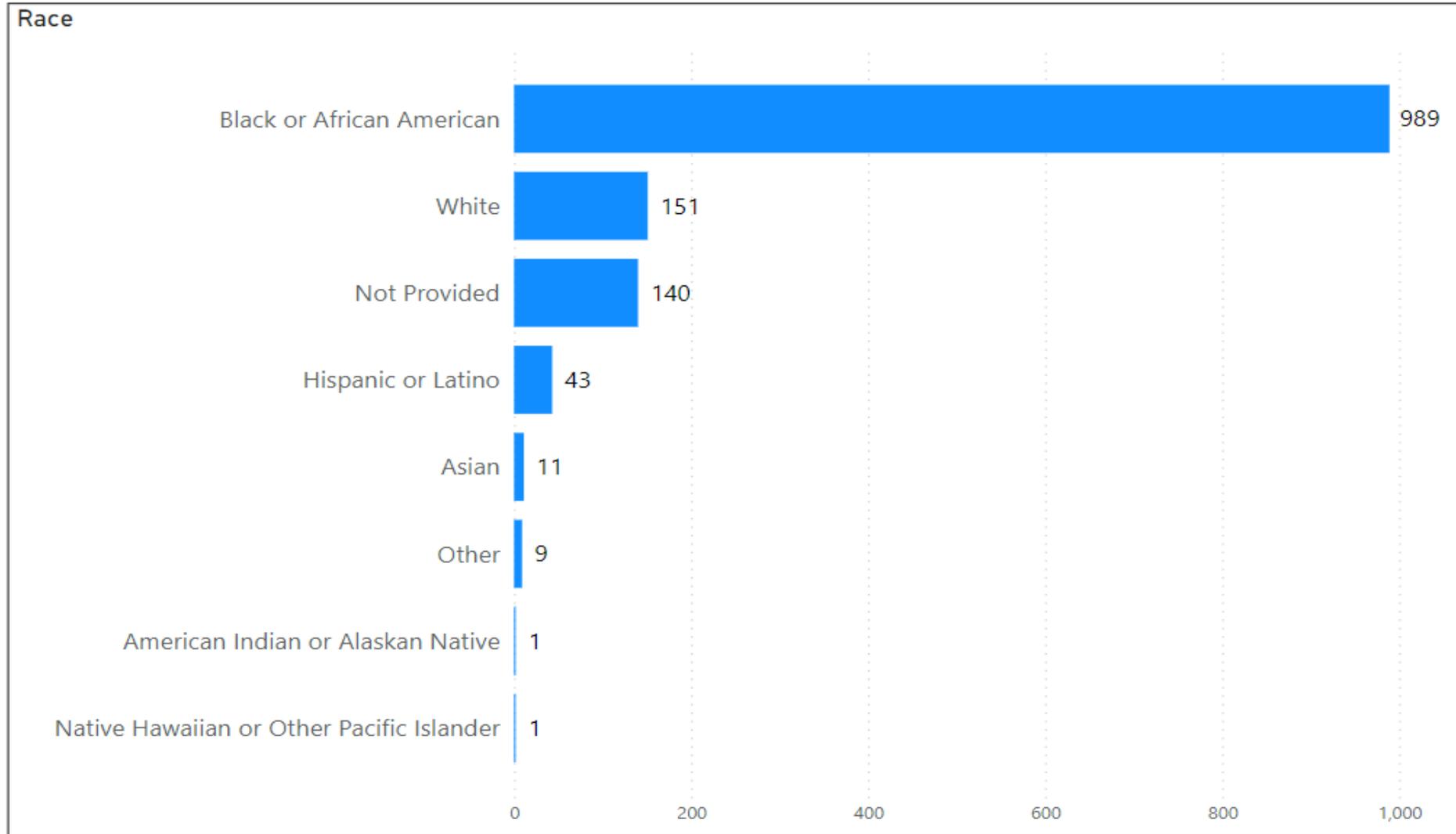
FY24 YTD Non-Medicaid MTS Clients by Zip Code



FY24 YTD Non-Medicaid Clients by Age



FY24 YTD Non-Medicaid Clients by Race



Waived Passenger Fares

\$1.50 fare was waived from October 2021-present in response to the COVID-19 pandemic.

| Fiscal Year | MTS & Vendor Trips | Waived Fares |
|----------------|--------------------|-------------------|
| FY21 | 87,614 | \$ 131,421 |
| FY22 | 106,359 | \$ 159,539 |
| FY23 | 131,339 | \$ 197,008 |
| FY24 (Jul-Feb) | 105,404 | \$ 158,106 |
| Total | 430,716 | \$ 646,074 |



Local Transit Service Fare Comparison

| Provider | Status | Adult One-Way Trip |
|---|-----------------------|--------------------|
| Iredell County Area Public Transit (ICATS) | Active | \$1.00 |
| MTS | Reinstating July 2024 | \$1.50 |
| Fayetteville Area System Transit (FAST) FASTTrac Program | Active | \$2.00 |
| GoDurham ACCESS | Reinstating July 2024 | \$2.00 |
| GoWake Access | Active | \$2.00 |
| Union County | Active | \$2.00 |
| GoRaleigh Access | Reinstating July 2024 | \$2.50 |
| CATS ADA Paratransit Service (STS) | Active | \$3.50 |
| Wave Transit ADA Paratransit Service (Wilmington) | Active | \$4.00 |



FY23-FY24 YTD General Purpose Trips

| | FY23 | | | FY24 (Jul-Feb) | | |
|--|-------------|---------------|------------------|----------------|---------------|------------------|
| Trip Sub-Purpose | Clients | Trips | Cost | Clients | Trips | Cost |
| Education | 28 | 2,101 | \$50,761 | 23 | 677 | \$21,460 |
| Faith-Based Organizations | 35 | 302 | \$5,304 | 103 | 1,454 | \$44,801 |
| Paid Employment | 128 | 14,083 | \$279,186 | 120 | 14,171 | \$433,912 |
| Park and Recreation | 205 | 11,571 | \$177,810 | 209 | 8,372 | \$234,524 |
| Miscellaneous (government facilities; non-profit organizations; financial institutions; hair salons/ barber shops) | 299 | 4,726 | \$105,232 | 448 | 7,825 | \$223,263 |
| Total | *573 | 32,783 | \$618,293 | *652 | 32,499 | \$957,960 |

* Unduplicated client totals



FY23-FY25 Trip Budget Comparison

| Funding Source | FY23 | FY24 | Proposed FY25 |
|--------------------------|---------------------|--------------------|----------------------|
| CATS/EGP/GATS | \$81,614 | \$107,159 | \$107,159 |
| VATS | \$39,039 | \$30,000 | \$30,000 |
| ROAP | \$613,585 | \$398,468 | \$398,468 |
| Section 5307 | \$236,539 | \$1,118,816 | \$1,197,709 |
| ARPA/CRRSAA | \$0 | \$2,346,319 | \$1,311,831 |
| CARES | \$1,333,532 | \$55,892 | \$0 |
| County Match | \$303,978 | \$553,623 | \$619,333 |
| Total Trip Budget | *\$2,608,287 | \$4,610,277 | **\$3,664,500 |

*In FY24, MTS increased vendor rates, which resulted in an increase in the average cost per trip from \$18.96 to \$32.26. If adjusted using FY24 costs, the total FY23 trip budget would be \$4,147,175.85.

**FY25 total does not include Capital funding of \$84,829 (ARPA/CRRSAA) or \$451,964 (\$361,571 Section 5307 + \$90,392 Local Match). Total County local match requirement is \$709,725.



Summary - MTS Trip Program Modifications

- Continue all Medicaid trip services
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Summary - MTS Trip Program Modifications

- The trip reduction strategy will help sustain future MTS operations.
- Reinstating the \$1.50 trip fare will help offset vendor-related expenses.
- The overall strategy will improve overall customer service delivery when paired with anticipated technology enhancements.
- MTS will continue to provide transportation services that help meet the most critical health needs of the community.
- In early May, MTS will begin communicating program modifications to clients and making resource referrals.



Community Transportation Resources

Transportation Alternatives

MTS will work collaboratively with our community partners to provide transportation services for our diverse population. Referrals will be made for:

- **CATS/STS Paratransit** – Individuals whose disability impacts their ability to ride the CATS fixed route service; Fee: \$35 (10 tickets)
- **Charlotte Regional Center** – Individuals who need Deaf and Hard of Hearing Services; Fee: \$0
- **Disability Rights & Resources** – Older adults and persons with disabilities who would like to learn how to travel safely and independently within the community; Fee: \$0



Community Transportation Resources

- **First in Families (InReach)** – Individuals with intellectual/developmental disabilities; Fee: based on the household size and 300% of the Federal Poverty Guidelines
- **Metrolina Association for the Blind** – Individuals who are visually impaired; Fee: \$5-\$20
- **PACE of the Southern Piedmont** – Older adults who desire an all-inclusive health care plan, which includes transportation to medical appointments and social activities; Fee: \$0



Community Transportation Resources

- **Road to Recovery, American Cancer Society** – Individuals who request services for cancer-related medical appointments; Fee: \$0
- **Shepherd's Center of Charlotte** – Individuals 55+ who need transportation anywhere in Mecklenburg County; Fee: Donation
- **Supportive Services for Veteran Families** (Catholic Charities Diocese of Charlotte) – Refugee families only; Fee: \$0



Thank you!

Discussion



APPENDIX



Acronyms

| | |
|--------------|---|
| ARPA | American Rescue Plan Act |
| CARES | Coronavirus Aid, Relief and Economic Security |
| CATS | Charlotte Area Transit System |
| CRRSAA | Coronavirus Response and Relief Supplemental Appropriations Act |
| EGP | General Assistance Transportation Services |
| GATS | Elderly General Purpose |
| ROAP | Rural Operating Assistance Program |
| Section 5307 | Urbanized Area Formula Program 5307 |
| VATS | Veterans Assistance Transportation Services |



Community Transportation Resources

CATS Paratransit - Charlotte Area Transit System

- <https://www.charlottenc.gov/CATS/Paratransit>
- (704) 336-5055

Charlotte Regional Centers for the Deaf and the Hard of Hearing

- <https://www.ncdhhs.gov/divisions/services-deaf-and-hard-hearing/regional-centers-deaf-and-hard-hearing>
- (704) 918-1554 (Video phone)

Disability Rights & Resources

- <http://www.disability-rights.org/>
- (704) 537-0550



Community Transportation Resources

First in Families, by InReach

- <https://www.inreachnc.org/first-in-families>
- (704) 536-6661

Metrolina Association for the Blind

- <https://www.mabnc.org/>
- (704) 887-5134

PACE of the Southern Piedmont

- <https://www.pacesp.com/>
- (704) 887-3840



Community Transportation Resources

Road to Recovery - American Cancer Society

- <https://www.cancer.org/support-programs-and-services/road-to-recovery.html>
- (800) 227-2345

Shepherd's Center of Charlotte

- <https://www.shepherdscharlotte.org/>
- (704) 365-1995

Supportive Services for Veteran Families

- <https://www.va.gov/homeless/ssvf/index.html>
- (704) 495-3315

