

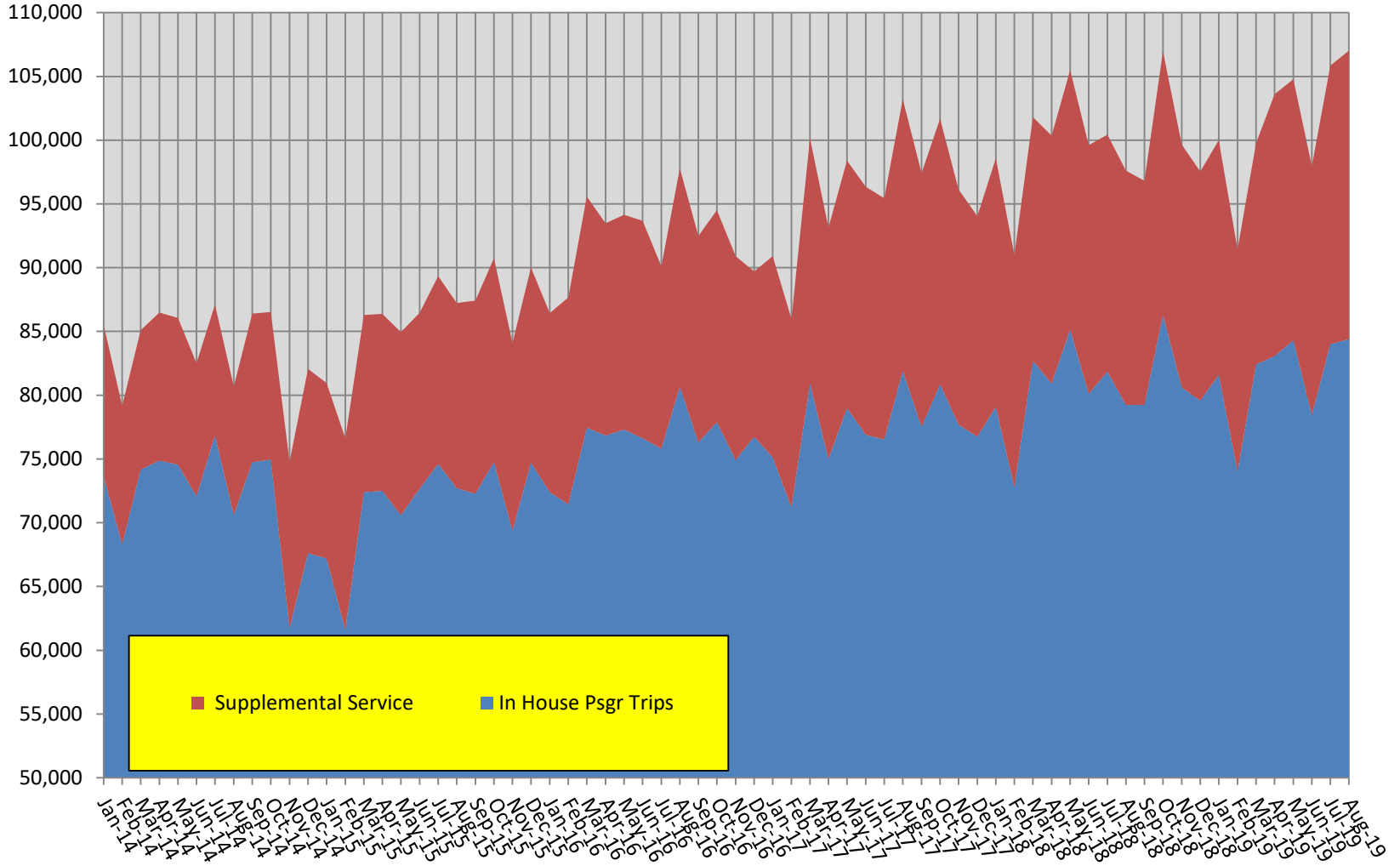
TheHandi-Van

Medicaid Funded Paratransit Trips

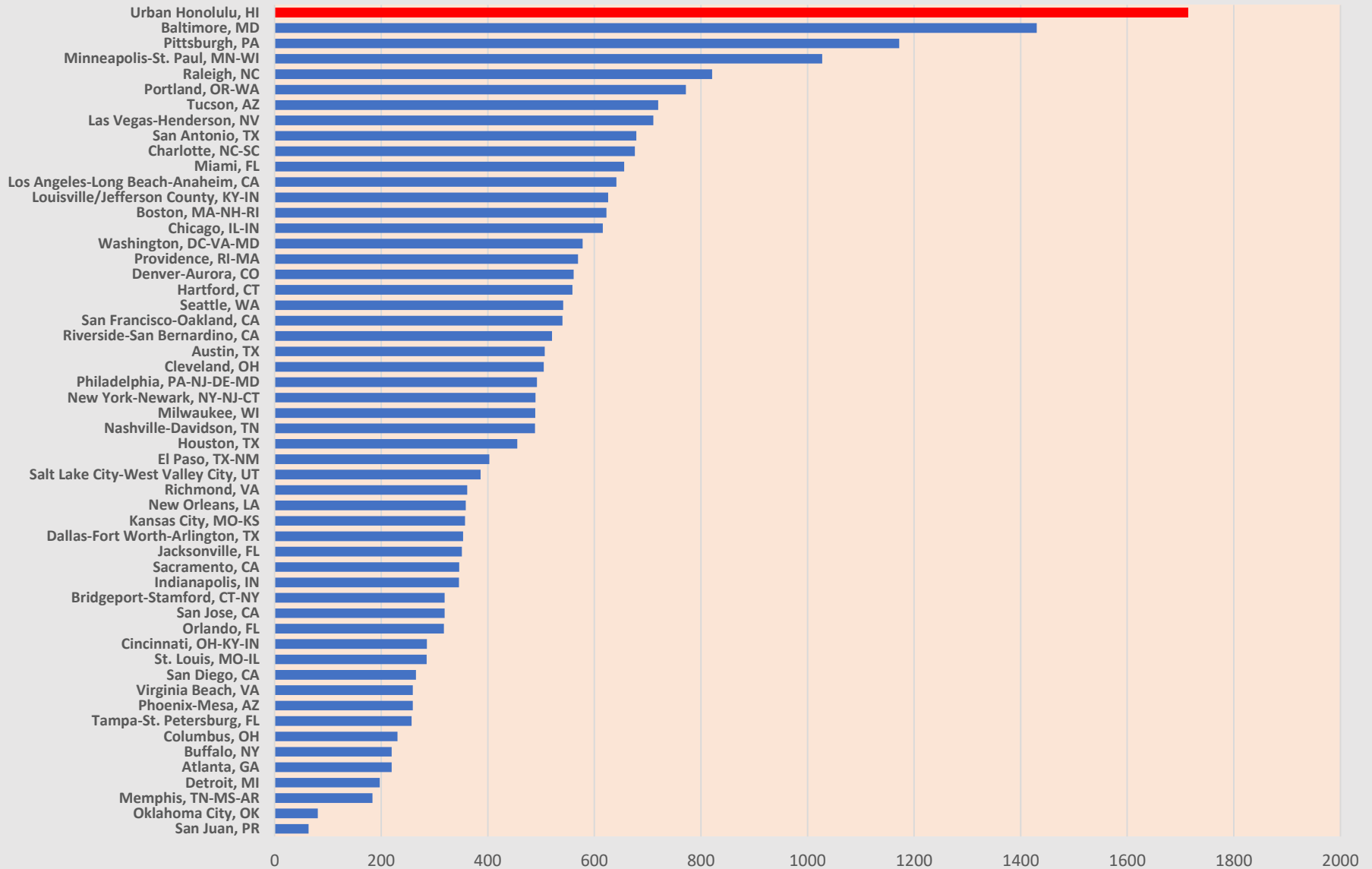


Department of
Transportation Service
September 2021

Monthly Handi-Van Ridership



Per-Capita Paratransit Riders for METRO Areas with More than 800,000 population (Annual Riders per 1,000 Population)



20 19 Components of Handi-Van Ridership

Type of Rider	No. of Trips	Percent %	O & M Costs ¹	Revenue	Fare Recovery Ratio
Consumer Trips	606,500	42.5%	\$30,646,000	\$1,213,000	
Companions and PCAs	90,000	6.3%	\$0	\$0	
DD Waiver Program Trips	200,000	14.0%	\$8,800,000	\$400,000	
Medicaid NEMT	90,000	6.3%	\$3,960,000	\$180,000	
Long-Term Care Homes	3,500	0.2%	\$154,000	\$7,000	
Public Education	2,500	0.2%	\$110,000	\$5,000	
Subtotal (Handi-Van)	992,500	69.5%	\$43,670,000	\$1,805,000	
Taxi Trips	210,000	14.7%	\$5,670,000	\$420,000	
Subtotal (Administered by Handi-Van)	1,202,500	84.2%	\$49,340,000	\$2,225,000	4.5%
City Agency Provided Trips	225,000	15.8%	\$2,350,000	\$0	
Total Paratransit Trips	1,427,500	100.0%	\$51,690,000		
Medicaid Funded Trips	515,000	36.1%	\$15,110,000	\$580,000	

¹. Does not include General and Administrative Expenses

Agency-Provided Trips

- The City has worked with several agencies to provide their own service using internal agency resources. City has subsidized both capital expenses to procure vehicle and operating expenses, so agencies pay no more than they do for Handi-Van service.
- Agency provided trips can provide service for less than a quarter of the Handi-Van cost. For fiscal year 2019, \$2,316,587 was expended to provide 224,797 trips for about 400 people at an average cost of \$10.31 per trip (not counting DTS staff resources or the contribution of agency time in lieu of fares paid).

Medicaid Medical Transportation Price per Trip



Mainland Air Transport ~ \$65,000



Neighbor Island Air Transport ~ \$25,000



Oahu Emergency Ambulance (10 Miles) ~ \$1,400



Oahu Gurney Transport – Non-emergency (10 Miles) ~ \$85



Oahu Wheelchair Ramp Van (10 Miles) \$52



Oahu Taxi (10 Miles) \$40



Handi-Van (10 Miles) \$2

ADA Rules on Transit Fares

c) *Fares.* The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service shall not exceed twice the fare that would be charged to an individual paying full fare (*i.e.*, without regard to discounts) for a trip of similar length, at a similar time of day, on the entity's fixed route system.

(1) In calculating the full fare that would be paid by an individual using the fixed route system, the entity may include transfer and premium charges applicable to a trip of similar length, at a similar time of day, on the fixed route system.

(2) The fares for individuals accompanying ADA paratransit eligible individuals, who are provided service under §37.123 (f) of this part, shall be the same as for the ADA paratransit eligible individuals they are accompanying.

(3) A personal care attendant shall not be charged for complementary paratransit service.

(4) The entity may charge a fare higher than otherwise permitted by this paragraph to a social service agency or other organization for agency trips (*i.e.*, trips guaranteed to the organization).

What Exactly is a Social Service Agency?

An **agency** is an organization that serves persons who qualify for human service or transportation-related programs or services due to disability, income, or advanced age consistent with presidential [Executive Order 13330 —Human Service Transportation Coordination](#). There are 62 federal programs across nine federal departments that provide funding to be used in support of human services transportation.

Source: Fare ordinance adopted by Madison, Wisconsin.

<https://www.cityofmadison.com/metro/paratransit/fares/paratransit-agency-fares>

FTA Guidance on Agency Trips

When complementary paratransit riders travel to or from a social service agency or a program, such trips are not necessarily “agency trips” unless these trips are prearranged and funded as agency trips. Similarly, the fact that a social service agency employee assists a rider in making a trip reservation does not make the trip an agency trip. Appendix D also states:

We distinguish this situation from one in which an agency employee, as a service, calls and makes an individual reservation in the name of a client, where the client will be paying for the transportation.

Citation: FTA C 4710.1 Chapter 8 – Complementary Paratransit Service Page 8-18

CMS Guidelines (Medicaid)

In the case of publicly-provided paratransit services and rides, based on the comments received and the information provided, we believe that it is appropriate and consistent with current practice for Medicaid to pay more than the rate charged to disabled individuals for a comparable ride. Based on principles of accounting and financing found in OMB Circular A-87 and section 1902(a)(30) of the Act and [45 CFR 92.36](#), pertaining to procurements, we believe that Medicaid, through its NEMT program with government brokers, can pay a fare for publicly provided paratransit trips that represents reasonable costs and which is no more than the fare paid for similar paratransit trips by other State Human Services agencies. Therefore, in this final rule we have modified the regulations text at § 440.170(a)(4)(ii)(B)(4)(iii) to require the governmental broker to document that Medicaid is paying for public fixed-route transportation at a rate that is no more than the rate charged to the general public, and no more than the rate charged to other State human services agencies for public paratransit services.

Agency Fares in Madison Wisconsin

“The Metro Paratransit fare structure includes a provision for an agency fare. An agency fare is charged to an appropriate social service or other agency which has responsibility for client transportation. An **agency** is an organization that serves persons who qualify for human service or transportation-related programs or services due to disability, income, or advanced age consistent with presidential [Executive Order on Human Service Transportation Coordination](#) .

Agencies may have responsibility to cover the cost of transportation. Rather than a paratransit passenger paying the passenger fare of \$3.25 per trip, an agency fare is paid by the agency on behalf of the passenger. If you are working with an agency, the agency can provide agency tickets for your paratransit rides so no out-of-pocket expense is necessary. Ask your agency for more details if you believe you qualify.

2021 Agency Fare: \$34.25

2021 Four-ticket booklet cost: \$137.00”

<https://www.cityofmadison.com/metro/paratransit/fares/paratransit-agency-fares>

XII. ACCESSIBLE TRANSPORTATION PROGRAMS
12 Month Average

	Dec 19	Nov 19	Dec 18	This Year	Prev. Year
Ridership					
LIFT and Cab Monthly Rides	76,559	75,451	76,965	78,883	83,012
Ride Connection Monthly Rides	31,600	30,220	29,258	31,360	33,838
Total Monthly Rides	108,159	105,671	106,223	110,243	116,850
LIFT Revenues					
Dedicated Cigarette Tax	\$7,679	\$7,679	\$20,521	\$60,883	\$35,196
LIFT Passenger Revenues	\$148,056	\$133,476	\$120,378	\$129,476	\$95,502
Agency Payments	\$883,914	\$727,532	\$609,682	\$698,080	\$627,898
Fare Recovery Ratio(1)	30.31%	27.22%	23.73%	25.83%	22.83%
LIFT and Cab Performance					

Comparison of Operations and Maintenance Costs and Revenues - Honolulu vs. Portland

January 2020 Monthly Operating and Maintenance Costs for Handi-Van Operation in Honolulu			
Operator	O&M Costs	Psgrs Carried	Cost per Passenger
In-House O&M	\$3,494,681	80,287	\$43.53
Taxi	\$532,543	20,763	\$25.65
Total O&M Cost	\$4,027,224	101,050	\$39.85

January 2020 Monthly Operating and Maintenance Costs for Lift Operation at Trimet in Portland			
	O & M Costs	Psgrs Carried	Cost per Psgr
In-House O&M	\$3,084,600	68,551	\$45.00
Agency Trips	\$884,003	21,420	
Taxi	\$320,402	8,008	\$40.01
Oper Cost	\$3,405,002	97,979	\$44.48

January 2020 Monthly Paratransit Revenues at the Handi-Van Operation in Honolulu			
	Passengers Carried	Passenger Revenue	Fare Charged
Handi-Van			
Consumer	64,889	\$129,778	\$2.00
Agency	17,500	\$35,000	\$2.00
Medicaid	7,500	\$15,000	\$2.00
PCA	11,161	\$0	\$0.00
Total	101,050	\$179,778	
Fare Recovery		4.5%	

January 2020 Paratransit Revenues at the LIFT Operation at TriMET Portland			
	Passengers Carried	Passenger Revenue	Fare Charged
TriMET			
Consumer	62,559	\$148,056	\$2.50
Agency	21,420	\$883,914	\$41.27
Medicaid	incl above	incl above	incl above
PCA	14,000	\$0	\$0.00
Total	97,979	\$1,031,970	--
Fare Recovery		30.3%	--

Comparison of Operations and Maintenance Costs and Revenues - Honolulu vs. Portland

Paratransit Revenues at the Handi-Van Operation in Honolulu January 2020			
Handi-Van	Fare Charged	Passengers Carried	Passenger Revenue
Consumer	\$2.00	64,889	\$129,778
Agency	\$2.00	17,500	\$35,000
Medicaid	\$2.00	7,500	\$15,000
Net Agency Revenue	\$0.00		\$50,000
PCA	\$0.00	11,161	\$0
Total		101,050	\$179,778
Note: Hawaii FMAP for FFY20-21: 59.84%			

Paratransit Revenues at the LIFT Operation at TriMET Portland - January 2020			
TriMET	Fare Charged	Passengers Carried	Passenger Revenue
Consumer	\$2.50	59,222	\$148,056
Agency (incl Ride Connection)	\$45.36	31,600	\$1,433,529
Local Share (Paid by TriMET)	incl above	incl above	(\$560,797)
Net Agency Revenue			\$872,732.47
PCA	\$0.00	17,337	\$0
Total	--	108,159	\$1,020,788
Note: Oregon FMAP for FFY20-21: 66.42%			

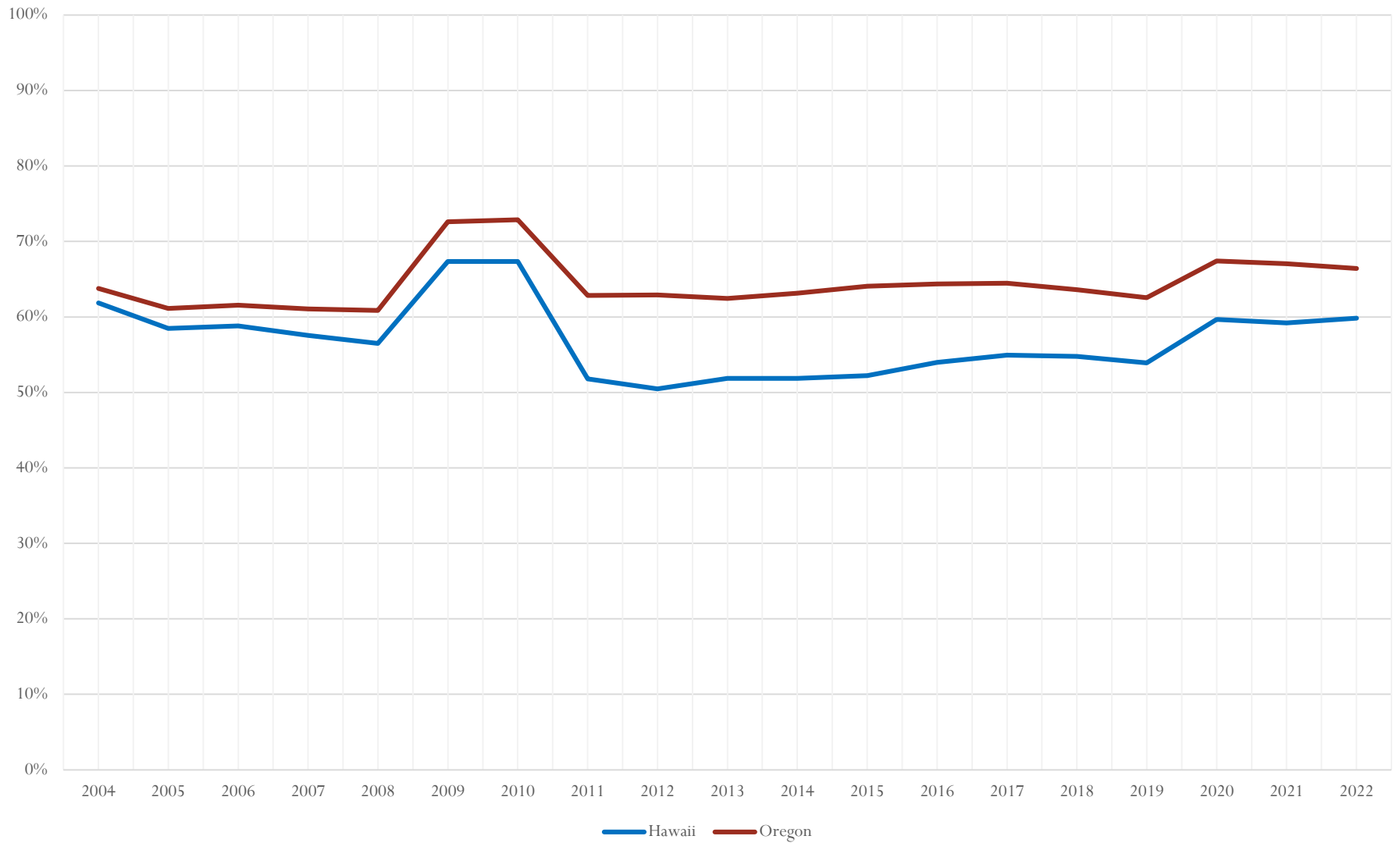
Operating and Maintenance Costs for Handi-Van Operation in Honolulu			
Operator	Passengers Carried	Cost per Passenger	O&M Costs
In-House O&M	80,287	\$43.53	\$3,494,681
Taxi	20,763	\$25.65	\$532,543
Total O&M Cost	101,050	\$39.85	\$4,027,224
Fare Recovery			4.5%

Operating and Maintenance Costs for Lift Operation at Trimet in Portland			
Operator	Psgrs Carried	Cost per Passenger	O&M Costs
In-House O&M	68,551	\$45.00	\$3,084,600
Taxi	8,008	\$40.01	\$320,402
Oper Cost	76,559	\$44.48	\$3,405,002
Fare Recovery			30.0%

**Handi-Van Service to State Developmental Disability Programs
under Medicaid Title XIX**

Developmental Disability Agencies	2017	2018	2019	Benefit
Lanakila	37,000	32,950	29,780	\$1,280,540
Easter Seals	29,000	26,100	24,500	\$1,053,500
SECOH	29,965	25,566	23,140	\$995,020
Goodwill	29,402	23,720	25,425	\$1,093,275
Preferred Home & Community Services	24,500	21,000	23,140	\$995,020
Family Services of Hawaii LLC	15,028	17,936	15,000	\$645,000
DOH Developmental Disabilities Division	27,006	15,772	10,219	\$439,417
Manawa Lea Health Services, Inc.	10,705	16,350	14,000	\$602,000
Hale Nui	10,000	10,000	9,600	\$412,800
Alternative Care Services, Inc.	8,980	7,813	8,799	\$378,357
Kokua Villa, Inc	8,100	7,500	9,790	\$420,970
ORI, Inc.	7,500	6,000	7,500	\$322,500
Responsive Care Givers, Inc.	15,984	4,002	2,587	\$111,241
Alternative Structures	1,030	1,510	3,200	\$137,600
Kaahunana Learning Center		1,145	1,725	\$74,175
State Waiver Program Agencies	254,200	217,364	208,405	\$8,961,415

Federal Medical Assistance Percentage (FMAP) 2004 - 2022



A G E N C Y T R I P S W H O P A Y S ? ?

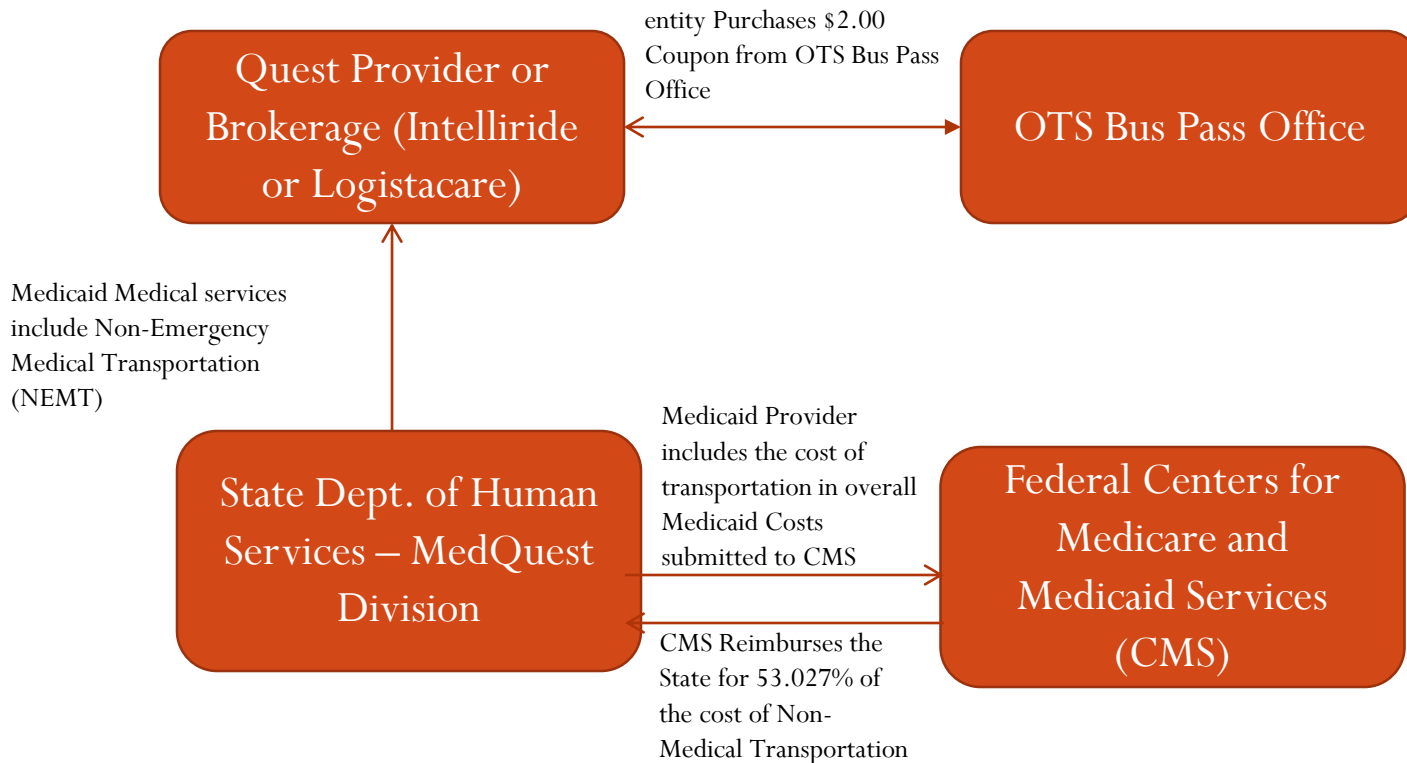
Micro Level	Per Rider - Per Day	
	Current System	Oregon System
Individual Rider		
Cost per Rider	\$44.00	\$44.00
Fare Cost per Rider	\$2.00	\$44.00
No of Riders	1	1
No of Trips per day	2	2
Daily Cost (1 rider)	\$88.00	\$88.00
Agency's Share	\$4.00	\$0.00
ADA Individuals	\$0.00	\$0.00
State government	\$1.88	\$0.00
Federal Government	\$2.12	\$46.66
City Government	\$84.00	\$41.34
City Payment to State		
City Savings		\$42.66

Macro Level	Annual Trips - All Agency Riders	
	Current System	Oregon System
Annual- All Agency		
Cost per Rider	\$44.00	\$44.00
Fare Cost per Rider	\$2.00	\$44.00
Annual Riders	200,100	200,100
Annual Costs	\$8,804,400	\$8,804,400
Agency's Share	\$400,200	\$0
ADA Individuals	\$0	\$0
State Government	\$376,028	\$0
Federal Government	\$424,372	\$4,668,093
City government	\$8,004,000	\$4,136,307
City Savings		\$3,867,693

NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)

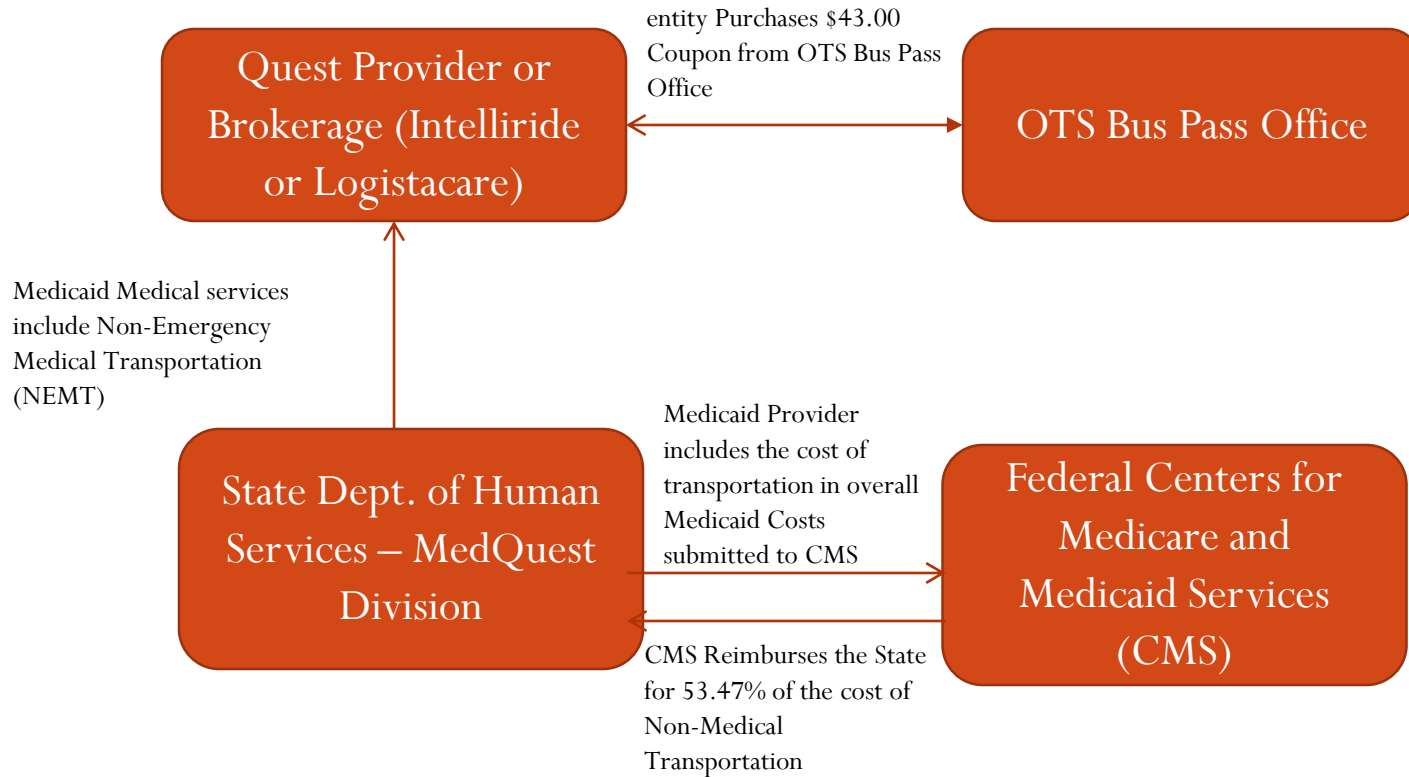
Handi-Van Service to Quest Health Care and/or Brokerage Entitites Providing Non-Emergency Medical Transportation				
Medicaid NEMT Trips	2017	2018	2019	Benefit
Intelliride/ Trans Dev	12,364	24,001	20,550	\$904,200
Logistacare Solutions LLC	12,623	12,900	15,165	\$667,260
Hawaii Health Services	10,000	12,500	11,500	\$506,000
HMSA	1,500	6,500	11,163	\$491,172
Aloha Care	3,056	4,565	11,036	\$485,584
Kaiser	4,326	5,400	7,850	\$345,400
Veolia Transportation	10,501	0	2,509	\$110,396
Health Resources			2,250	\$99,000
Ohana Support Services	1,097	875	1,925	\$84,700
American Cancer Society	700	500	750	\$33,000
Koan Risk Services	925	850	498	\$21,912
Kahuku Medical	275	360	464	\$20,416
Kalihi-Palama	540	360	350	\$15,400
North Shore Mental	110	110	281	\$12,364
Non-Emergency Medical Trip Totals	60,034	70,939	88,310	\$3,796,804

Medicaid NEMT Agency Fares Today



Net Revenue to City: \$2.00
Initial Cost to Medical Provider: \$2.00 Net Cost to State: Between \$.93
Net Cost to CMS: Between \$1.07
Net Cost to City: \$43.00

Alternative Medicaid NEMT Fares



Net Revenue to City: \$43.00
Initial Cost to Quest Provider: \$43.00 (Included in Waiver Program capitated fee)
Net Cost to State: Between \$20.00
Net Cost to CMS: Between \$23.00
Net Cost to City: \$0.00

CHARGING FULL COST OF SERVICE FOR NEMT SERVICES

NEMT trips using TheHandi-Van Service under Medicaid Title XIX			Current System				Maximize Federal Reimbursements		
MedQuest Provider	2019	Cost of Trips	NEMT Revenue	Current State Share	Current Federal Share	Current City Share	Provider /State Share	Federal Share	City Share
Intelliride/ Trans Dev	20,550	\$904,200	\$41,100	\$19,309	\$21,791	\$863,100	\$424,793	\$479,407	\$0
Logistacare Solutions LLC	15,165	\$667,260	\$30,330	\$14,249	\$16,081	\$636,930	\$313,479	\$353,781	\$0
Hawaii Health Services	11,500	\$506,000	\$23,000	\$10,805	\$12,195	\$483,000	\$237,719	\$268,281	\$0
HMSA	11,163	\$491,172	\$22,326	\$10,489	\$11,837	\$468,846	\$230,753	\$260,419	\$0
Aloha Care	11,036	\$485,584	\$22,072	\$10,369	\$11,703	\$463,512	\$228,127	\$257,457	\$0
Kaiser	7,850	\$345,400	\$15,700	\$7,376	\$8,324	\$329,700	\$162,269	\$183,131	\$0
Veolia Transporta-tion	2,509	\$110,396	\$5,018	\$2,357	\$2,661	\$105,378	\$51,864	\$58,532	\$0
Health Resources	2,250	\$99,000	\$4,500	\$2,114	\$2,386	\$94,500	\$46,510	\$52,490	\$0
Ohana Support Services	1,925	\$84,700	\$3,850	\$1,809	\$2,041	\$80,850	\$39,792	\$44,908	\$0
American Cancer Society	750	\$33,000	\$1,500	\$705	\$795	\$31,500	\$15,503	\$17,497	\$0
Koan Risk Services	498	\$21,912	\$996	\$468	\$528	\$20,916	\$10,294	\$11,618	\$0
Kahuku Medical	464	\$20,416	\$928	\$436	\$492	\$19,488	\$9,591	\$10,825	\$0
Kalihi-Palama	350	\$15,400	\$700	\$329	\$371	\$14,700	\$7,235	\$8,165	\$0
North Shore Mental	281	\$12,364	\$562	\$264	\$298	\$11,802	\$5,809	\$6,555	\$0
Non-Emergency Medical Trip Totals	88,310	\$3,796,804	\$172,582	\$81,079	\$91,503	\$3,624,222	\$1,783,739	\$2,013,065	\$0

Current Costs and Passenger Revenues Based on Current Policies

TABLE 1 - Allocation of Costs to Different Components of Ridership				
Type of Rider	No. of Trips	Percent %	O & M Costs	O&M/Psgr
Handi-Van Consumer Trips	606,500	50.4%	\$30,646,000	\$44.00
Taxi Consumer Trips	210,000	17.5%	\$5,670,000	\$27.00
PCAs and a few companions	90,000	7.5%	\$0	Incl
DD Waiver Program Trips	200,000	16.6%	\$8,800,000	\$44
Medicaid NEMT	90,000	7.5%	\$3,960,000	\$44
Long-Term Care Homes	3,500	0.3%	\$154,000	\$44
Public Education	2,500	0.2%	\$110,000	\$44
Total	1,202,500	100.0%	\$49,340,000	\$41.03

TABLE 2 - Current Ultimate Revenue Sources from Different Components of Ridership						
Type of Rider	Consumers	Federal	State	City Subsidy	Total	Rev/Trip
Handi-Van Consumer Trips	\$1,213,000	0	0	\$0	\$1,213,000	\$2.00
Taxi Consumer Trips	\$420,000	0	0		\$420,000	\$2.00
PCAs (FREE- No Fare)	\$0	0	0	\$0	\$0	\$0.00
DD Waiver Program Trips	0	\$212,080	\$187,920		\$400,000	\$2.00
Medicaid NEMT	0	\$95,436	\$84,564		\$180,000	\$2.00
Long-Term Care Homes	\$0	\$3,711	\$3,289		\$7,000	\$2.00
Public Education			\$5,000		\$5,000	\$2.00
Total Current Revenues	\$1,633,000	\$311,227	\$280,773		\$2,225,000	\$1.85
Fare Recovery Ratio					4.5%	

TABLE 1 - Allocation of Costs to Different Components of Ridership				
Type of Rider	No. of Trips	Percent %	O & M Costs	O&M/Psgr
Handi-Van Consumer Trips	606,500	50.4%	\$30,646,000	\$44.00
Taxi Consumer Trips	210,000	17.5%	\$5,670,000	\$27.00
PCAs and a few companions	90,000	7.5%	\$0	Incl
DD Waiver Program Trips	200,000	16.6%	\$8,800,000	\$44
Medicaid NEMT	90,000	7.5%	\$3,960,000	\$44
Long-Term Care Homes	3,500	0.3%	\$154,000	\$44
Public Education	2,500	0.2%	\$110,000	\$44
Total	1,202,500	100.0%	\$49,340,000	\$41.03

TABLE 2 - Current Ultimate Revenue Sources from Different Components of Ridership					
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Taxi Consumer Trips	\$420,000	0	0	\$420,000	\$2.00
PCAs (FREE- No Fare)	\$0	0	0	\$0	\$0.00
DD Waiver Program Trips	0	\$212,080	\$187,920	\$400,000	\$2.00
Medicaid NEMT	0	\$95,436	\$84,564	\$180,000	\$2.00
Long-Term Care Homes	\$0	\$3,711	\$3,289	\$7,000	\$2.00
Public Education			\$5,000	\$5,000	\$2.00
Total Current Revenues	\$1,633,000	\$311,227	\$280,773	\$2,225,000	\$1.85
Fare Recovery Ratio				4.5%	

TABLE 3 - Possible Ultimate Revenue Sources from Different Components of Ridership					
Type of Rider	Consumers	Federal	State	Total	Rev/Trip
Handi-Van Consumer Trips	\$1,213,000	0	0	\$1,213,000	\$2.00
Taxi Consumer Trips	\$420,000			\$420,000	\$2.00
PCAs (Free - No fare)	\$0	0	0	\$0	\$0.00
DD Waiver Program Trips		\$4,665,760	\$4,134,240	\$8,800,000	\$44.00
City Subsidy			-\$4,134,240	-\$4,134,240	
Medicaid NEMT		\$2,099,592	\$1,860,408	\$3,960,000	\$44.00
Public Education			\$110,000	\$110,000	\$44.00
Total Possible Revenues		\$6,765,352	\$1,860,408	\$10,368,760	\$8.62
Increase in Revenue		\$6,454,125	\$1,579,635	\$8,143,760	

Chapter 13 ROH Amendments

Where do we go From Here

- Need to bring stakeholders together
 - City Administration
 - City Legislation to Enable Cost Sharing
 - New Fare applicable to Agencies
 - Council
 - Legislature
 - DOH/DHS
 - CAT Committee
 - CFADAR
 - DD Agencies

Questions? Mahalo!



Work Appointments Shopping Play Hassle-free