



Specialized Transportation Conference Call on Dec. 14, 2016

CTAA's Specialized Transportation members offered their time, expertise, and commitment to CTAA with their valuable participation in the group's first conference call. Our staff was happy to hear appreciation of our good work, but we also asked about ways to improve and, especially, for direction in meeting the needs of our specialized transportation members.

The attendees offered broad consensus on two ways that CTAA can significantly assist them in the future, Our members want:

1. Help to obtain dialysis transportation funding via a national dedicated funding stream.
2. Nationally-available "ride hailing in a box" technology that all members can take advantage of.

They all agreed that specialized transportation providers are stronger working together as CTAA members.

CTAA Membership and Training

CTAA staff began the call with an explanation of our four membership categories and how we wish to involve members in developing resources, events, and trainings as well as informing elected leaders about specialized transportation needs in their communities.

CTAA staff summarized the training that the association offers in person, online, and during our annual EXPO conference. We discussed the two-day Mobility Rising Symposium that will be held this June in Detroit as part of EXPO. That symposium will address new technologies (communications, DRT, vehicles, modes of transit) and attendees will help CTAA develop an agenda to move forward.

FastMail Gets Rave Reviews

We asked the members who participated in the call about CTAA's FastMail newsletter and the consensus was that this is an excellent weekly update. However CTAA staff learned that we can improve our communications; for example, that our members were mostly unaware of a recent summary posted on the CTAA website about a new federal rule.

Dialysis Transportation Funding - Acute Need

The conference call participants concurred that funding for dialysis transportation is insufficient and they would like CTAA to educate Congress about the need for a dedicated funding source for this type of transportation. Members in this group would like to work with CTAA leadership and with our NEMT members on this issue. Members mentioned the increasing number of dialysis patients and the flexibility required in providing transportation to them.

There was consensus that this would be a good first project for the CTAA Specialized Membership group and members asked to discuss this issue on the upcoming January conference call for CTAA's NEMT members.

Ride Hailing App Technology "In a Box"

A member from New Jersey began this conversation by saying that he feels coopted by the big leagues of Uber and Lyft in using technology to provide demand-response transportation. Members on the conference call agreed that they want a nationally-available "plug-in" solution.

CTAA staff described promising developments going on right now and it was agreed that it would be fruitful for the specialized transportation group to pursue this idea with CTAA leadership. CTAA will follow up before the next conference call of this group in February.

Other Concerns

Here is a sample of other issues on the minds of our specialized transportation members. Attendees asked for information and training about human resources, volunteer driver reimbursement and incentives, and transit ballot initiatives. They also requested a survey or average of mobility management salaries nationwide. During the call, CTAA staff recommended websites and CTAA resources.

Responding to the volunteer transportation inquiry, CTAA staff directed a member from Virginia to the [National Volunteer Transportation Center](#) and a CTAA board member immediately came forward to offer peer mentoring.

A Kansas member wanted to know about effective strategies for passing transit ballot measures and what arguments the opposition generally raise. CTAA staff responded about an EXPO workshop at the upcoming conference in Detroit and directed this member to the [Center for Transportation Excellence](#), which concentrates on the single issue of transit-related ballot measures. Staff also mentioned relevant resources already available to CTAA members.

Upcoming Calls

Look for CTAA news for dates for upcoming member conference calls:

NEMT conference call in January.

Specialized transportation conference call in February. The call will build upon the direction given in this inaugural conference call on Dec. 14, 2016.

Thank you to everyone who participated. CTAA appreciates your commitment to our association and to your fellow members.

Sheryl Gross-Glaser