

# CORTRAN Overview

Roanoke County Board of Supervisors Work Session

December 18, 2018

# Why hold a CORTRAN Work Session?

- Should Roanoke County continue to offer this transportation service?
- If yes, what is the Mission/Vision for providing the service?
- What changes, if any, should be made to make the program more efficient?

# CORTRAN Work Session Agenda

- CORTRAN Program Overview
- CORTRAN Financial Trends
- CORTRAN Program Data Collection and Analysis
- Staff Recommended Program Changes
- CORTRAN Program Changes for the Board to Consider
- Next Steps and Discussion

# CORTRAN Program Overview

# CORTRAN Description

- CORTRAN is a Demand Response transportation program offered to Roanoke County citizens that meet either of the following criteria:
  - Over the age of 60
  - Permanent or Temporary Disability\*
- CORTRAN is NOT paratransit, which is required to accompany fixed route bus services.
- Roanoke County is not required to offer the program.
- County contracts with RADAR to provide transportation service at a rate of \$39.00/hour.

*\*Professional familiar with disability must sign off on CORTRAN application.*

# History of CORTRAN

Year	Program Highlights
1985	<ul style="list-style-type: none"><li>• Begins operation for Roanoke County citizens</li><li>• Intended for 60 or over and/or physically disabled</li><li>• Two ride per week limit</li><li>• Offered Tuesday – Friday: 9:00 a.m. – 4:00 p.m.</li></ul>
1990s	<ul style="list-style-type: none"><li>• Mental disabilities included as qualification</li><li>• Extends to Monday – Friday: 7:00 a.m. – 6:00 p.m.</li></ul>
2010	<p>Changes Implemented to Address Increasing Costs</p> <ul style="list-style-type: none"><li>• Fare increased from \$3.50/trip to \$4.00/trip</li><li>• Limit tickets to 20 per purchase</li><li>• Recertification of clients (every 2 years or 6 months if in nursing home or rehab center)</li></ul>

# Current CORTRAN Availability

- CORTRAN is available to eligible riders:
  - Monday – Friday, 7:00 AM – 6:00 PM with some exceptions for holidays and inclement weather
  - Reservations may be made between 1 day and 2 weeks prior to the trip.
  - Ride scheduling is coordinated by RADAR dispatch.
- CORTRAN riders pay \$4 per trip (\$8 roundtrip) and can pay the driver cash or purchase tickets in advance in the Treasurer's Office.
- Applications are submitted to and eligibility determined by Parks, Recreation, and Tourism staff.

# Current CORTRAN Program Structure

County of Roanoke Staff	RADAR Staff
<ul style="list-style-type: none"><li>• Determine eligibility of applicants</li><li>• Create accounts in software system shared by RADAR</li><li>• Maintain database of approved clients</li><li>• Recertify clients biannually or every 6 months</li></ul>	<ul style="list-style-type: none"><li>• Schedule trips for CORTRAN clients</li><li>• Dispatch drivers</li><li>• Track and report trip information</li><li>• Apply for and manage Federal and State grant funding</li><li>• Invoice County monthly for transportation services</li></ul>



# Unique County Needs

- CORTRAN serves entire County including all rural areas.
- CORTRAN provides service from the County to the Cities of Salem and Roanoke, and the Town of Vinton.
- Over 10 nursing homes/rehab facilities within the County that have residents using program.
- In 2016, approximately 27% of the County population over the age of 60 (eligible to apply for CORTRAN service), compared to 21% in 2000.<sup>1</sup>

<sup>1</sup>Source: Roanoke County Economic Development, May 2, 2018: <https://www.yesroanoke.com/index.aspx?nid=203>

# CORTRAN Fiscal Impact

# How is CORTRAN Funded?

Type	Description	Amount FY 2018	% of Total FY 2018
County Contribution	<ul style="list-style-type: none"> <li>• Paid monthly through General Government Fund</li> <li>• County pays \$39/hour for RADAR service</li> </ul>	\$689,237	66.6%
Grants	<ul style="list-style-type: none"> <li>• Federal and state transportation grant funding received and managed by RADAR staff</li> <li>• County pays a match included in the contribution</li> </ul>	\$287,276	27.8%
Fares Collected	<ul style="list-style-type: none"> <li>• Cash (\$4.00/ride) collected by RADAR Drivers in lieu of ticket</li> </ul>	\$58,118	5.6%
<b>Total CORTRAN Program Cost</b>		<b>\$1,034,631</b>	<b>100%</b>
Ticket Sales	<ul style="list-style-type: none"> <li>• Purchased through the Treasurer's Office</li> <li>• Revenue supports the General Government Fund</li> </ul>	\$57,420*	--

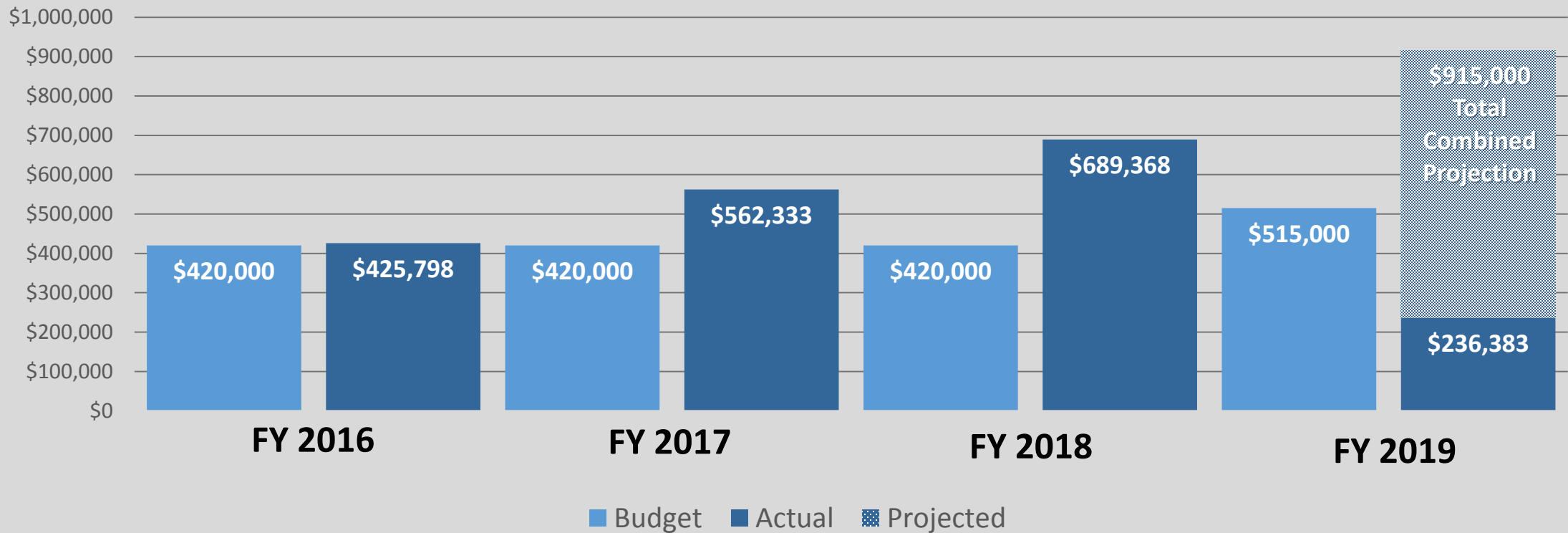
*\*Ticket Sales are not included in the total as the County's Contribution is fully supported by General Government Revenue*

# How is Grant Funding Applied?

- RADAR, as a non-profit, is able to apply for and receive grant funding
- RADAR operates CORTRAN as a paratransit program to meet criteria to receive federal and state grant funding
- RADAR determines whether client qualifies for the grant
- RADAR applies match and invoices the County for the remainder

# County CORTRAN Contribution

## CORTRAN Expenditures Budget to Actual



# CORTRAN Data Collection and Analysis

# CORTRAN Program Data

- Data on program usage had not been consistently received and reviewed by County staff.
- To understand increasing costs, data on trips and riders requested from RADAR.
- In FY 2018, County creates Work Group with representatives from:  
Management & Budget, Parks, Recreation & Tourism, County Administration, County Attorney, Community Development, Department of Social Services

# FY 2018 Ridership

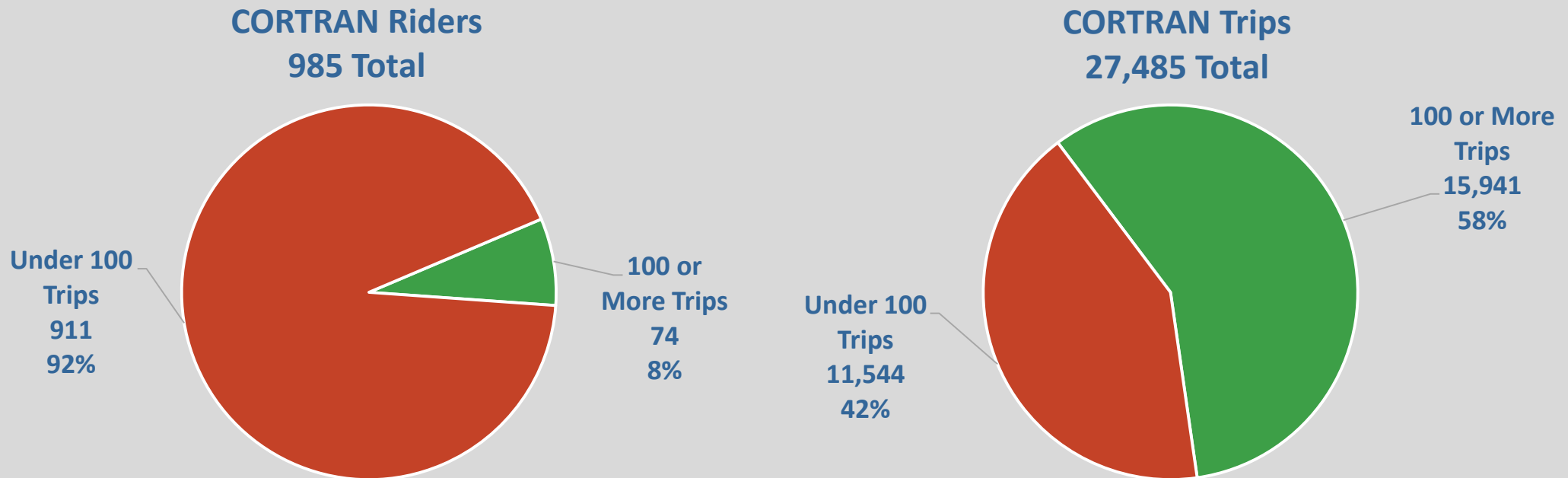
Category	FY 2017 Actual	FY 2018 Actual	Difference	Percentage
Total Number of Trips Requested	28,108	31,580	3,472	12.3%
Total Number of Riders	935	1,011	76	8%

- For the purpose of comparison, above figures include cancellations.
- In FY 2018, County did not pay for the included 4,095 cancelled trips, but did pay for “No-Show” trips included in the total.
- Further analysis does NOT include cancellations.



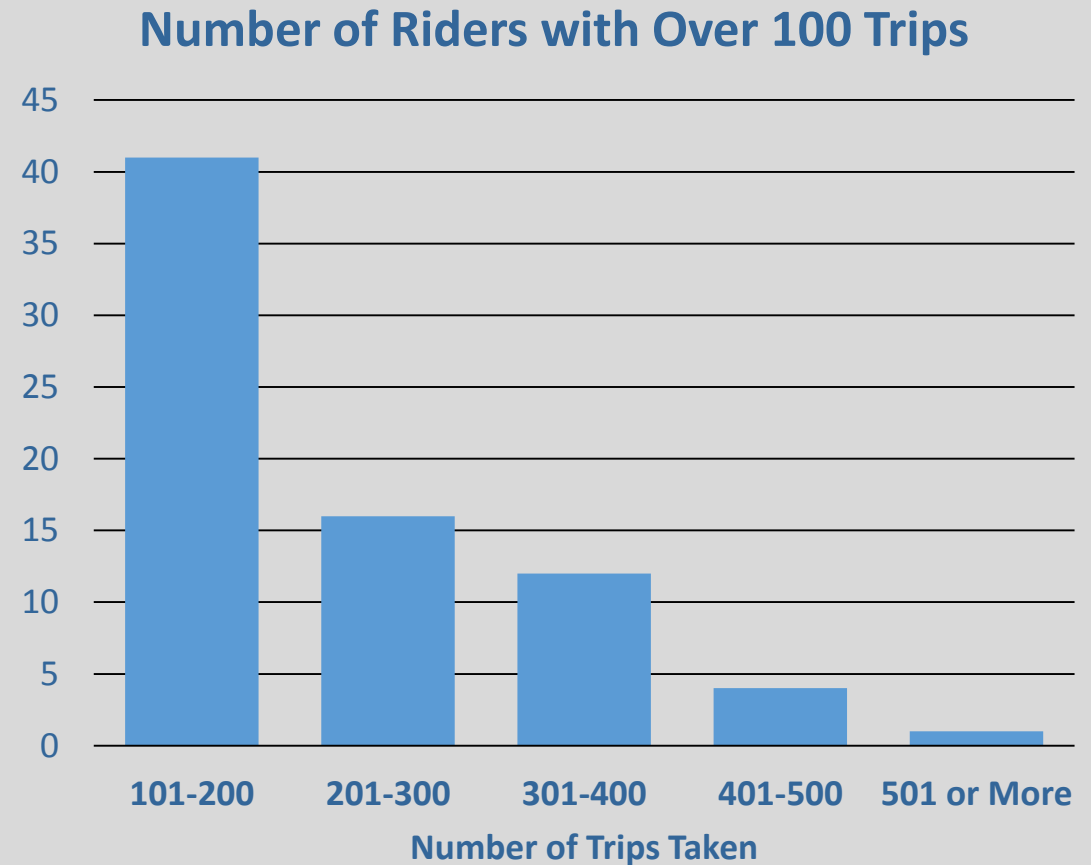
# FY 2018 Regular Riders

- For this analysis, OMB categorizes regular riders as anyone who took 100 or more CORTRAN trips.



# FY 2018 Regular Riders

- 74 Riders took 100 or more Trips
  - 57 took between 100-300 Trips
  - 16 took between 301-500 Trips
  - 1 took more than 501 Trips
- The top 10 regular riders took 4,250 trips or 15.5% of the total trips.



# FY 2018 Ride Locations

Rank	Location	Trips*
1	Adult Care Center	4,081
2	Carilion - All Facilities	3,620
3	Friendship - All Facilities	3,272
4	Kroger Grocery - All Locations	1,585
5	Lewis Gale - All Facilities	1,510
6	Fresenius Kidney Care - Dialysis	1,193
7	Salem VA Medical Center	1,100
8	Richfield - All Locations	749
9	Berkshire Health & Rehab Center	707
10	Goodwill Industries - All Locations	659
	<b>TOTAL</b>	<b>18,476</b>

- Of the total 27,485 Trips, the top 10 cover 18,476 or 67.2% of Trip Locations
- Adult Care Center covers 14.9% of Total Trips
- Currently, no restrictions on location or trip nature.

*\* Trips include Origin or Destination of Trip Location*

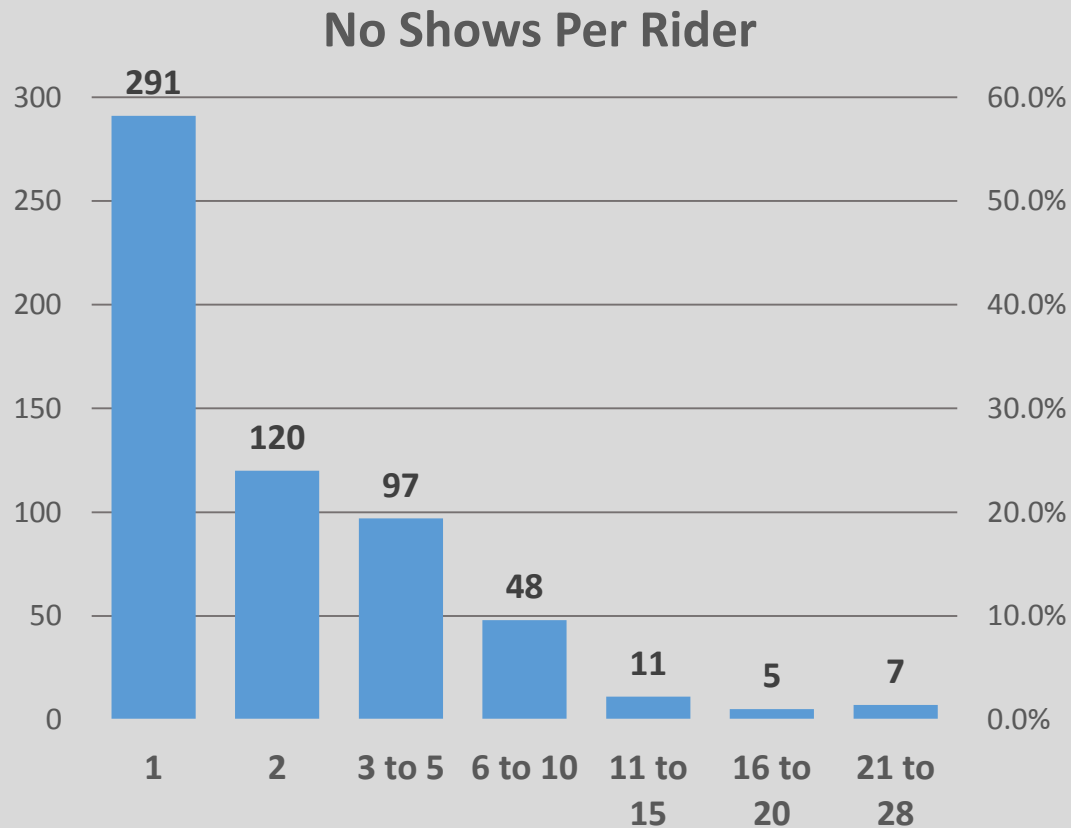
# Nursing Home & Rehab Facilities

Facility	Trips*
Friendship – Health & Rehab South	1,166
Friendship – All Other Locations	1,074
Friendship – Health & Rehab North	1,032
Richfield - All Locations	749
Berkshire Health & Rehab Center	707
Restin South Assisted Living Facility	393
Pheasant Ridge Nursing & Rehab Center	160
Virginia's Res. Care & Assisted Living	151
North Roanoke Assisted Living	146
Other Assisted Living & Rehab Facilities	103
<b>TOTAL</b>	<b>5,681</b>

- Of the total 27,485 Trips, Nursing Homes & Rehab Facilities cover 5,681 or 20.7% of Origin or Destination Locations

*\* Trips include Origin or Destination of Trip Location*

# FY 2018 No-Show Trip Information



- No-Show indicates that a scheduled trip was not taken and not cancelled in advance.
- **Roanoke County pays for every No-Show trip**
- In FY 2018, 1,663 No-Show trips occurred involving 579 riders.
- Almost 60% of riders had at least 1 No-Show trip

# FY 2018 No-Show Trip Information

Rider	Number of Rides	No Shows	% of No-Show Rides
1	70	28	40.0%
2	241	26	10.8%
3	298	24	8.1%
4	276	23	8.3%
5	103	23	22.3%
6	361	22	6.1%
7	111	22	19.8%
8	162	18	11.1%
9	110	18	16.4%
10	281	17	6.0%

# Addressing No-Show Issues

- County staff are creating regular reports showing “No-Shows”
  - Staff contacting clients and requesting that they cancel in advance
- RADAR providing monthly report
  - Identified that if initial ride was cancelled that the return ride may not have been and resulted in “No-Show”
  - Staff contacted facilities after trends indicated many “No-Shows” occurred for rides to or from those locations
  - Between September 26<sup>th</sup> and October 25<sup>th</sup> 2018, 39 of a total of 186 No-Show trips, or 20.9%, originated from or were a destination of Nursing Homes/Rehab Facilities

# Collecting CORTRAN Data

- County updated and implemented NEW application in July 2018
- Requests more information regarding:
  - Clients with Disabilities
  - Clients residing in Nursing Homes and Rehab Facilities
  - Permanent Residence of Applicants

**CORTRAN**  
County of Roanoke Transportation

**ROANOKE COUNTY VA**

**Certification of Disability Form**

This form is to provide written, independent verification that the applicant named \_\_\_\_\_ according to the definition in the Americans with Disabilities Act. This form is to be completed by a professional or medical provider who is familiar with the applicant's condition.

Applicants must complete ALL sections of the application regardless of qualification for the program. Incomplete applications may be returned. Send complete application to:  
**CORTRAN**, 1206 Kessler Mill Road, Salem, VA 24153  
FAX: (540) 387-6146 EMAIL: [CORTRAN@roanokecountyva.gov](mailto:CORTRAN@roanokecountyva.gov)

**SECTION 1. CLIENT INFORMATION**

1. Name (Last, First MI): \_\_\_\_\_  
Date of Birth: \_\_\_\_\_

2. Current Street Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Is your current address a Roanoke County address? Yes \_\_\_ No \_\_\_  
Is the current address: Temporary \_\_\_ Permanent \_\_\_  
If Temporary, is this a nursing home/rehabilitation center/assisted care facility?  
Yes \_\_\_ No \_\_\_  
If Yes, what is the name of the facility? \_\_\_\_\_  
How long do you plan to reside at this address? \_\_\_\_\_

3. Complete this section ONLY if Current Address is Temporary.  
Permanent Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Is your permanent address a Roanoke County address? Yes \_\_\_ No \_\_\_  
How long have you lived at this address? \_\_\_\_\_

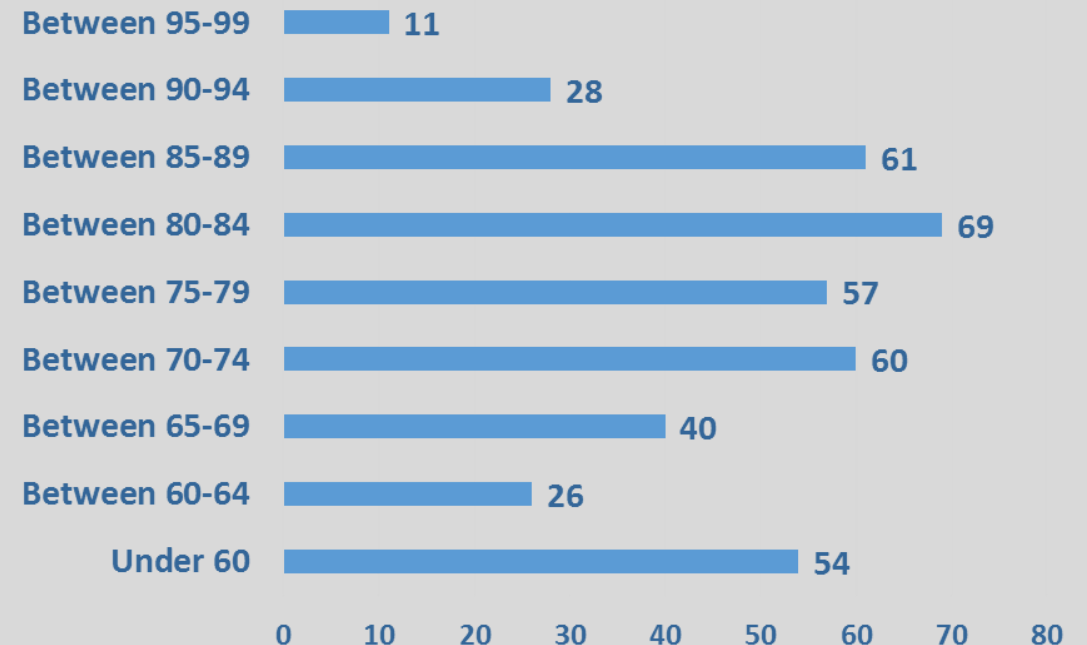
Effective July 1, 2018



# Applicants by Age

- Of the 406 new applications, 86.7% met the age requirement of 60 years or older.
- Of those over 60, 96.6% qualified based on disability.
- Of those under 60, 100% qualified based on disability.
  - 48.1% of applicants under 60 from nursing home or rehab facilities.

## Applicants by Age



# CORTAN Application Data

- Of the 406 applicants, 151 or 37.2% of those who were approved were NOT permanent County Residents
- Of the 406 Applicants, 312 or 76.8% were residing at nursing home or rehab facilities at the time of application.
  - All from 4 separate facilities, 2 within the same organization.
  - 98.4% of applicants indicated qualification for program based on disability

# Budget and Fiscal Affairs Committee Recommendations

# Budget and Fiscal Affairs Committee Involvement

- Budget and Fiscal Affairs Committee are appointed by the Board
- After learning about the Operating Budget and Capital Improvement Program processes, members expressed an interest in becoming more involved in budget issues
- Details regarding the CORTRAN program were shared with Committee
- Committee researched other programs and came to following recommendations

# Budget and Fiscal Affairs Committee Recommended Program Changes

- Increase the minimum age for CORTRAN riders to at least 70
- Increase ticket prices from \$4.00 to \$5.00 per ride while considering means testing to offer lower trip cost for low income clients
- Strictly enforce the minimum age, disability qualifications, and permanent residency requirements
- Implement a cap on the number of rides for a given period

# Budget and Fiscal Affairs Committee Program Management Suggestions

- Dedicate more staff time to manage program to possibly include additional staff if able to reduce program cost
- Obtain more complete data on a regular basis
- Monitor all data regarding the program to understand exactly how the program is being operated
- Strictly enforce a new, more stringent no-show policy

# CORTRAN Moving Forward

# Future of CORTAN Program

**Q1: Should Roanoke County continue to offer this transportation service?**

Staff Response: Yes

**Q2: If yes, what is the Mission/Vision for providing the service?**

Staff Response: *“To provide demand response transportation services to eligible County of Roanoke citizens to and from their primary residence to facilitate independent living and continued involvement in the community.”*

**Q3: What changes, if any, should be made to make the program more efficient?**

Staff Response: Discussed on Next Slides



# Program Management Changes

- Transition CORTRAN management to Department of Social Services, effective January 2019
- Development of No-Show policy
- Develop RFP for Transportation Services

# Program Changes for Consideration

## July 1, 2019 Potential Implementation

- Residency Requirement - Only available to permanent County residents
- Remove Age Based Eligibility
- Adjust Fare
  - Increase fare from \$4.00 to \$6.00 per trip (\$12.00 roundtrip)
  - Last fare increase in 2010
- Servicing Only Clients Primary Residence
- Address use by Nursing Homes / Rehabilitation Centers / Adult Care Center

# Program Changes for Consideration

## July 1, 2019 Potential Implementation

- Board directs County staff to look at potential program changes
- County staff builds fiscal year 2019-2020 CORTRAN budget based on recommended program changes
- Budget work sessions held to review recommended program changes and fiscal impact (after budget proposal)
- Budget public hearings scheduled for CORTRAN (any other budget items) to receive public comment
- Changes communicated to users / businesses and implemented July 1, 2019 (fiscal year 2020)

# Consequences of Program Changes

- Any changes to the CORTRAN program should also consider possible consequences
- Changes to program create a potential risk to the eligibility to receive federal and state transportation grant funding
- Programs changes may impact citizens ability to access and use the program due to changes in eligibility and/or financial restrictions

# Discussion