



CT Link: Community Transportation Link

OCTN Webinar

December 1, 2016

Rob Soczka, Executive Director, Helping Hands

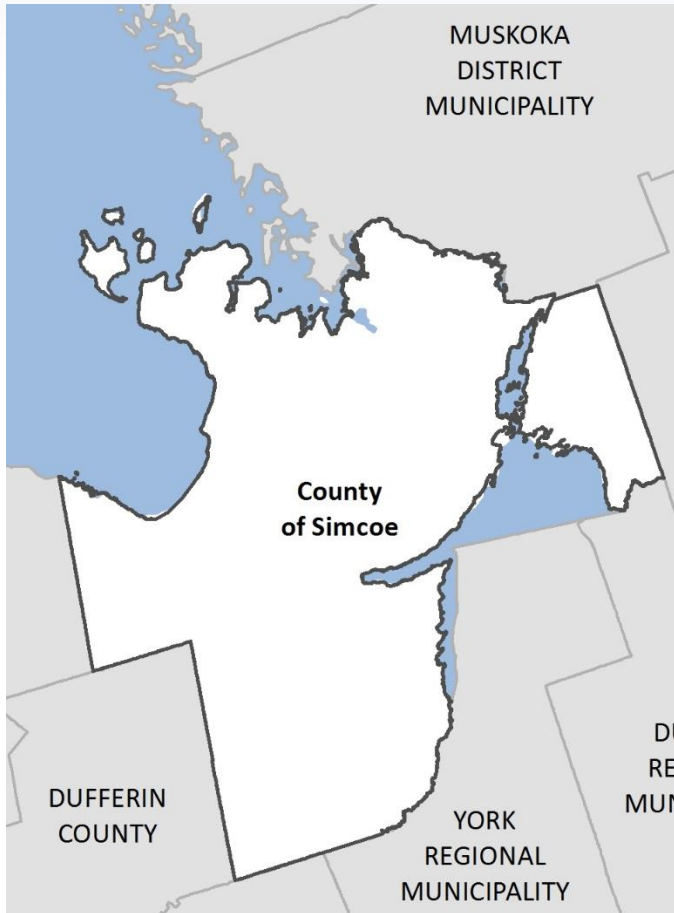
Irena Pozgaj-Jones, Program Supervisor, County of Simcoe

Presentation Overview

- Background
 - Setting the Simcoe County Context
 - Community Transportation Committee
- Community Transportation Pilot Grant Program
- Community Transportation Link (CT Link)
- Lessons Learned
- Next Steps



Setting the Context: Transportation in Simcoe County



Key characteristics:

- Large geographic area
- Urban/rural diversity
- Significant population growth
- Aging population
- Service delivery challenges
- Transportation options:
 - Public transit (limited)
 - Community-based transportation
 - Private operators
 - Personal vehicle



Community Transportation in Simcoe County



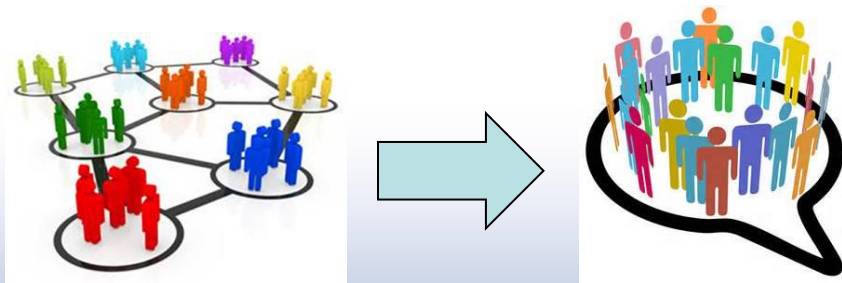
- Community-based service providers
- Fee-for-service or operational funding
- Large geographic area
- Heavy reliance on volunteers



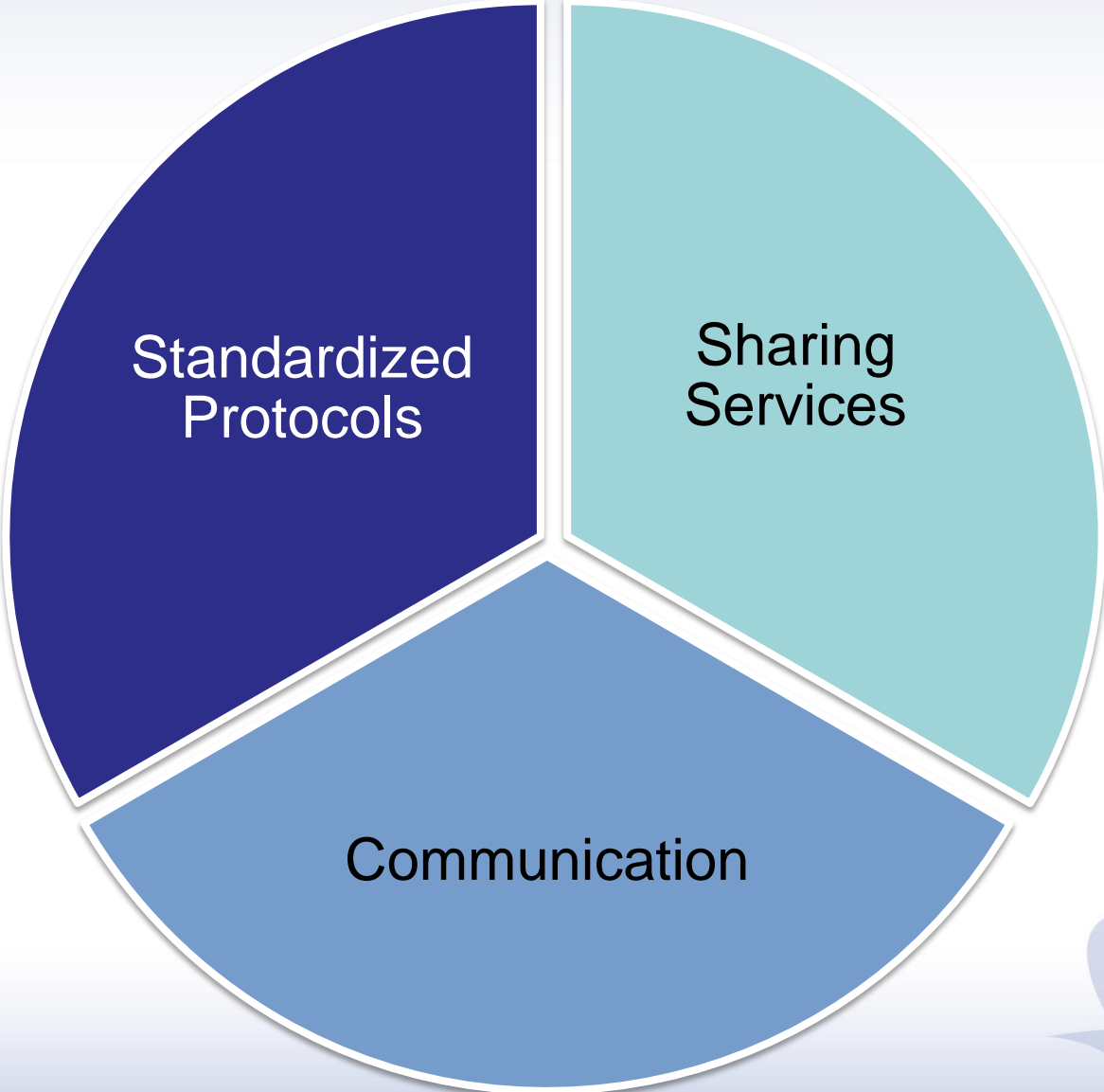
Background: Community Transportation Committee



- The Community Transportation Committee was established in 2012 as part of the *Care Connections* strategy
- Purpose: Inform and advise on a consistent and coordinated transportation system to improve timely, efficient, & seamless access to health and community services
- Diverse membership
- Key activities:
 - Environmental scan
 - 3-phased community research survey
 - Value Stream Mapping exercise



Value Stream Mapping Exercise



Community Transportation Pilot Grant Program: Project Opportunity



- One-time project funding from the Ministry of Transportation to support local community transportation initiatives
- The MTO's Grant Program recognizes that:
 - Community transportation extends beyond public transit services
 - Many (rural) communities are dependent on community organizations, such as health service or social service agencies, or volunteer organizations, for transportation
- 2-year project: April 1, 2015 to March 31, 2017



Community Transportation Pilot Grant Program: 3 Objectives



Improve mobility options

For individuals without their own transportation including seniors, people with disabilities, students, etc.



Build capacity

To better meet local transportation demand, especially in areas without conventional or specialized transit service due to population size or density

Create networks

Coordinating community transportation service, leveraging existing services, and pooling resources

CT Link Project Team



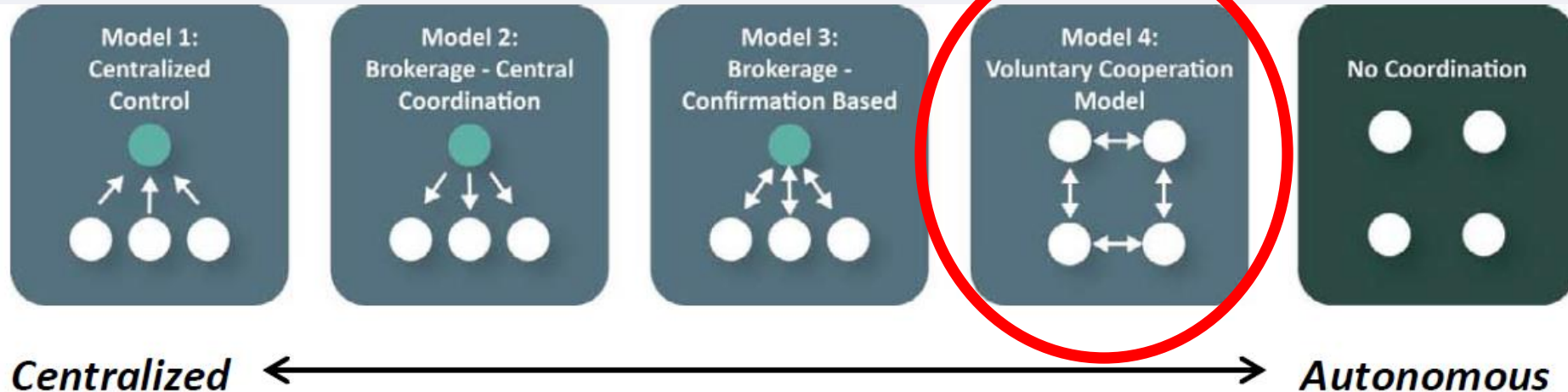
- Helping Hands (Orillia)
- Canadian Red Cross (Simcoe/Muskoka)
- Community Reach (Midland)
- Barrie Area Native Advisory Circle, BANAC (Simcoe/York)

- 211 Community Connection (Simcoe Muskoka)
- County of Simcoe
- NSM LHIN (Local Health Integration Network)

... New potential partner agencies ...



Coordinated Transportation Models*



Advantages:

- Transportation providers become more knowledgeable with each other
- Opportunities to share experience are identified
- Familiarity and trust develops
- Sets the stage for greater coordination of services (if warranted)
- This model was successfully implemented in Wellington County

*Source: Towards Coordinated Rural Community Transportation: A Resource Document. (2014). Rural Ontario Institute

The CT Link Project: Community Transportation Link



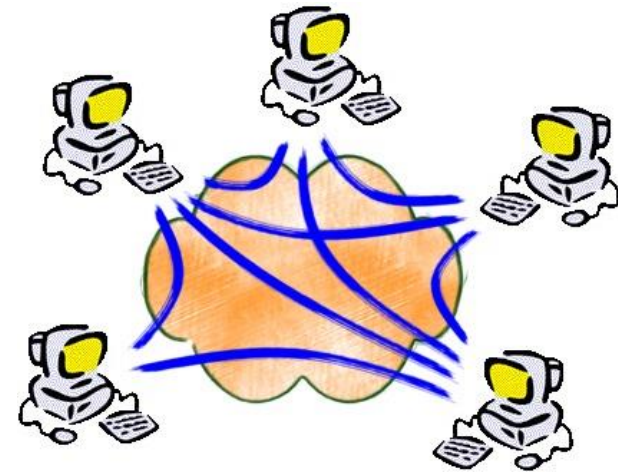
- Web-based access point for community transportation services providers to share fleet capacity
- Each agency retains client
- Identifies transportation sharing opportunities

Downtime, or
'deadhead' run

Over-
capacity

Last-
minute
booking
needs

Client's
transportation
needs (i.e.
stretcher,
bariatric)



Inside the Portal

- Developed by Caredove
- Launched June 2016

- Three components:
 1. Information profiles for each agency
 - Logistical profiles for each agency
 2. Posting **Exceptions**
 - Generic information about the clients
 3. Posting **Availabilities**
 - Vehicle availabilities



Exceptions (basic client information)

(1)

1. Service Information ✓

2. Fill Form

3. Finish

Registrant Information

Initials: Please enter the client initials.

RS

Language: What is the preferred Language?

English French Other

Is an interpreter required?

No Yes

Trip Information

Trip Type: One-Way Wait for Return Wait for Call

Appointment:

2016-12-14



Date (yyyy-mm-dd)

9:00am

Start Time

1:30 hr

Duration (minutes)

End Time: 10:30am

Pick-up Location:

341 North Forest Crescent, Orillia, ON

Address

[view on map](#)

Unit/Room #

Entry Code

Exceptions (basic client information)

(2)

Pick-up Location:

341 North Forest Crescent, Orillia, ON

Address

[view on map](#)

Unit/Room #

Entry Code

Pick-up Options:

Pets

Ramps

Stairs

Elevator

Lifts

Caregiver at Premises

Other

Drop-off Location:

19 Memorial Avenue, Orillia, ON L3V 5X1

Address

[view on map](#)

Unit/Room #

Entry Code

Driving Distance: 3.6km

Drop-off Options:

Pets

Ramps

Stairs

Elevator

Lifts

Caregiver at Premises

Other

Trip Notes:

Aids - Crutches

Oxygen

Aids - Wheeled Walker

> 250 lbs

Aids - Wheelchair (manual)

Aids - Cane

Exceptions (basic client information)

(3)

Trip Notes:

- | | |
|---|---|
| <input type="checkbox"/> Aids - Crutches | <input type="checkbox"/> Oxygen |
| <input checked="" type="checkbox"/> Aids - Wheeled Walker | <input type="checkbox"/> > 250 lbs |
| <input type="checkbox"/> Aids - Wheelchair (manual) | <input type="checkbox"/> Aids - Cane |
| <input type="checkbox"/> Aids - Wheelchair (powerd) | <input type="checkbox"/> Aids - Standard Walker |
| <input type="checkbox"/> DNR | |

Additional Information

Documentation:

Additional documentation can be helpful for this booking.
It may be sent online through CareDove, or separately via other methods (e.g.fax)

Select Files

Send Method:

This form will be submitted online through CareDove. Are you sending any additional information by another method?

- No - Online Submission Only Yes - Fax Yes - Other

◀ Back

▶ Finish

Cancel

Availabilities

(1)

Search My Listings My Calendars My Referrals

Welcome Robert Soczka My Account Sign Out

NORTH SIMCOE MUSKOKA
TRANSPORTATION
SHARING

 powered by Caredove

North Simcoe Muskoka Transportation Sharing > Select a service

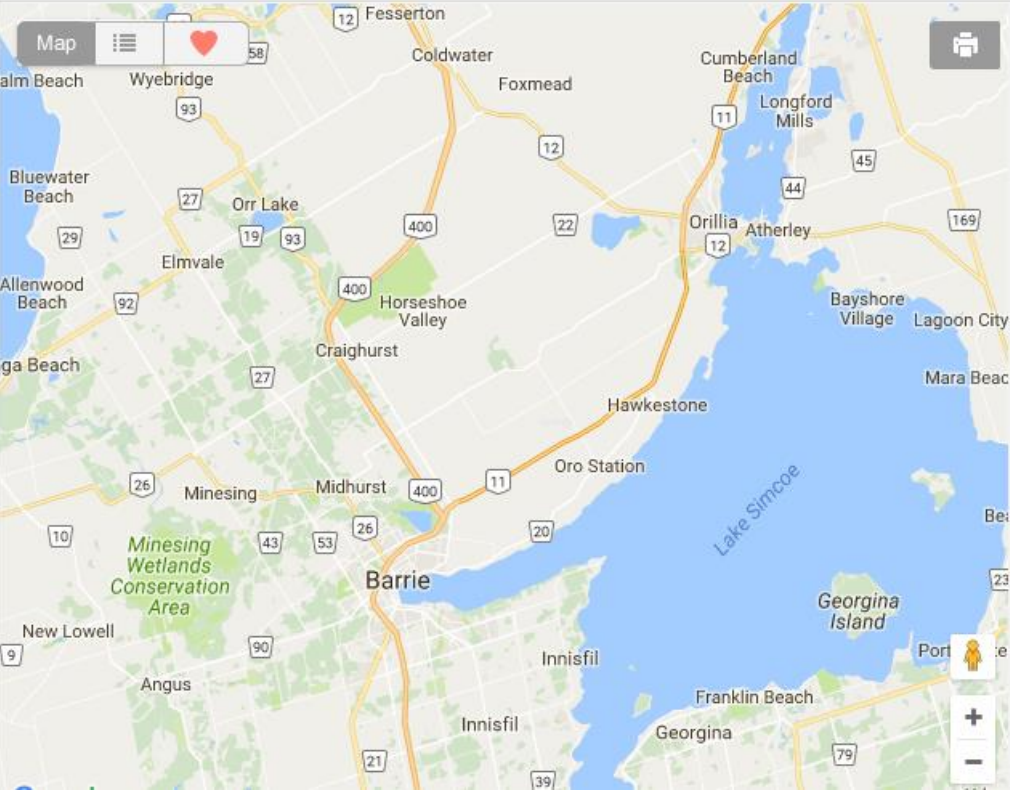
[advanced search](#)

Find Available Vehicles Find Client Pick Ups Transportation Providers

Enter

Find Available Vehicles

Find vehicles being shared by other transportation agencies.



Login Page

[Search](#) [My Listings](#) [My Calendars](#) [My Referrals](#)

Welcome Robert Soczka [My Account](#) [Sign Out](#)



My Account - ROBERT SOCZKA

[Dashboard](#)

[Favorites](#)

[Recent Activity](#)

[Permissions & Security](#)

[Email Notifications](#)

Robert Soczka

Executive Director

[Edit Profile](#)

[Helping Hands](#)
575 West Street, Orillia, Ontario

[@robs@hhorillia.org](#)
Pending change to [robs@hhorillia.ca](#)
upon [email verification](#)

[705-325-4299 X 300](#)

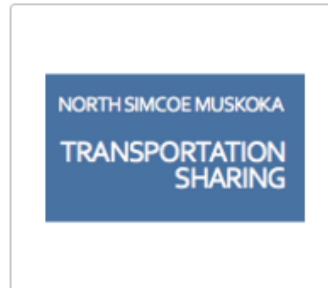
[Joined Sep 2014](#)

Actions

[Edit My Account Profile](#)

[Change Password](#)

Recently Visited Search Sites



North Simcoe Muskoka
Transportation Sharing

Recommended Search Sites



Agency Profile



Search

powered by Caredove

Helping Hands > Rides & Transportation

[advanced search](#)

Navigation menu with icons and labels:

- Friendly Visiting
- Housekeeping
- Meals on Wheels
- Respite Care (In Home)
- Rides & Transportation (highlighted in green)
- Telephone Reassurance & Safety Checks

Address: 575 West Street, Orillia

Rides & Transportation Provided at home

Transportation [more](#)

Helping Hands

Available at your address

Map view showing a location in Orillia, Ontario. A red outline highlights a specific area on the map. A pop-up window provides details for the selected location:

Map | List | Heart

Transportation

Helping Hands

[more info](#)

Category: Rides & Transportation

Description: Drivers available to take clients to medical appointments, social visits, and shopping.

Cost: Cost varies based on mileage

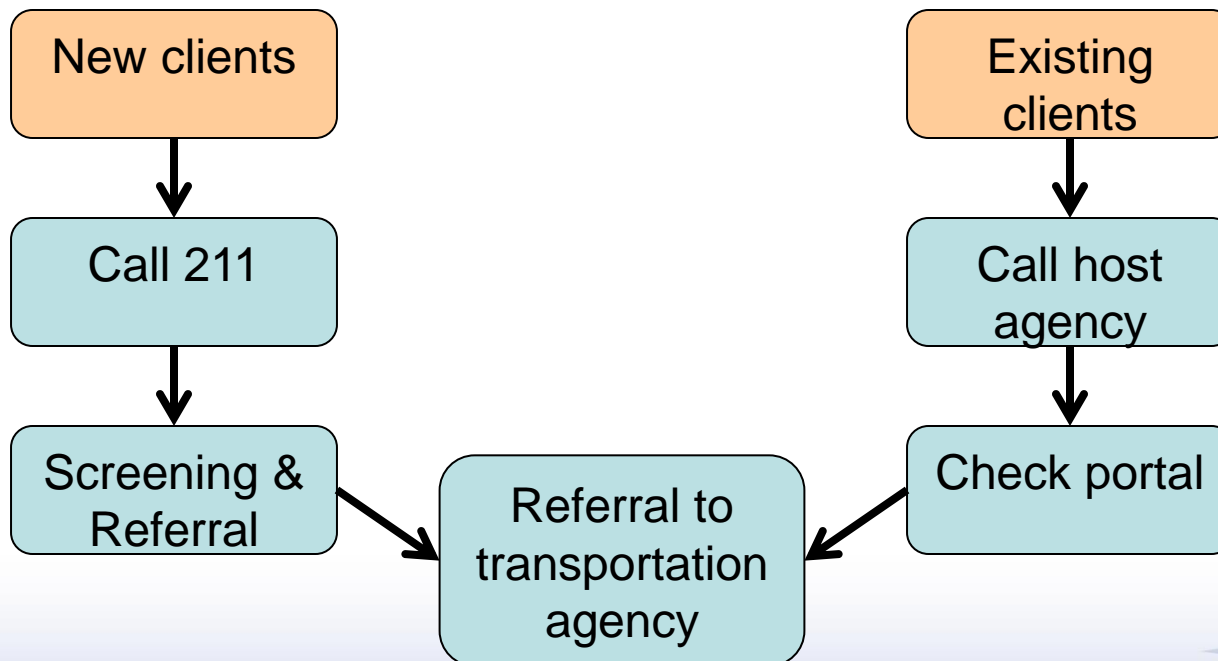
Hours of Service: Monday-Friday: 9am-4pm

Eligibility Description: Seniors and individuals who have a disability.

Voluntary Cooperation Model



Community Connection 211 provides a point of entry for transportation services for individuals who are not currently associated to a community agency (i.e. “new clients”), information, and referrals



CT Link Utilization

As of November 25, 2016 (~ 5 months)

- Vehicle availability & client ride pickups shared in portal: 137
 - Available vehicle events shared in portal = 96
 - Client In Need of Rides shared = 41

- Current Vehicles Available = 23

- Rides Completed = 14



Key Principles

- Autonomy
- People-Centred
- Quality
- Strengths-based
- Maximizing existing resources
- Agencies retain autonomy
- Partnerships and collaboration
- Communication
- Service consistency
- System-wide metrics



Lessons Learned

- Communications strategy
 - Internal
 - External: Multiple audience/target groups
- Project Management
 - Clearly defined roles
 - Subject matter experts
- Data Sharing / Service Agreements
 - Privacy
 - Standardized Protocols
 - Common Intake Form
- Change management

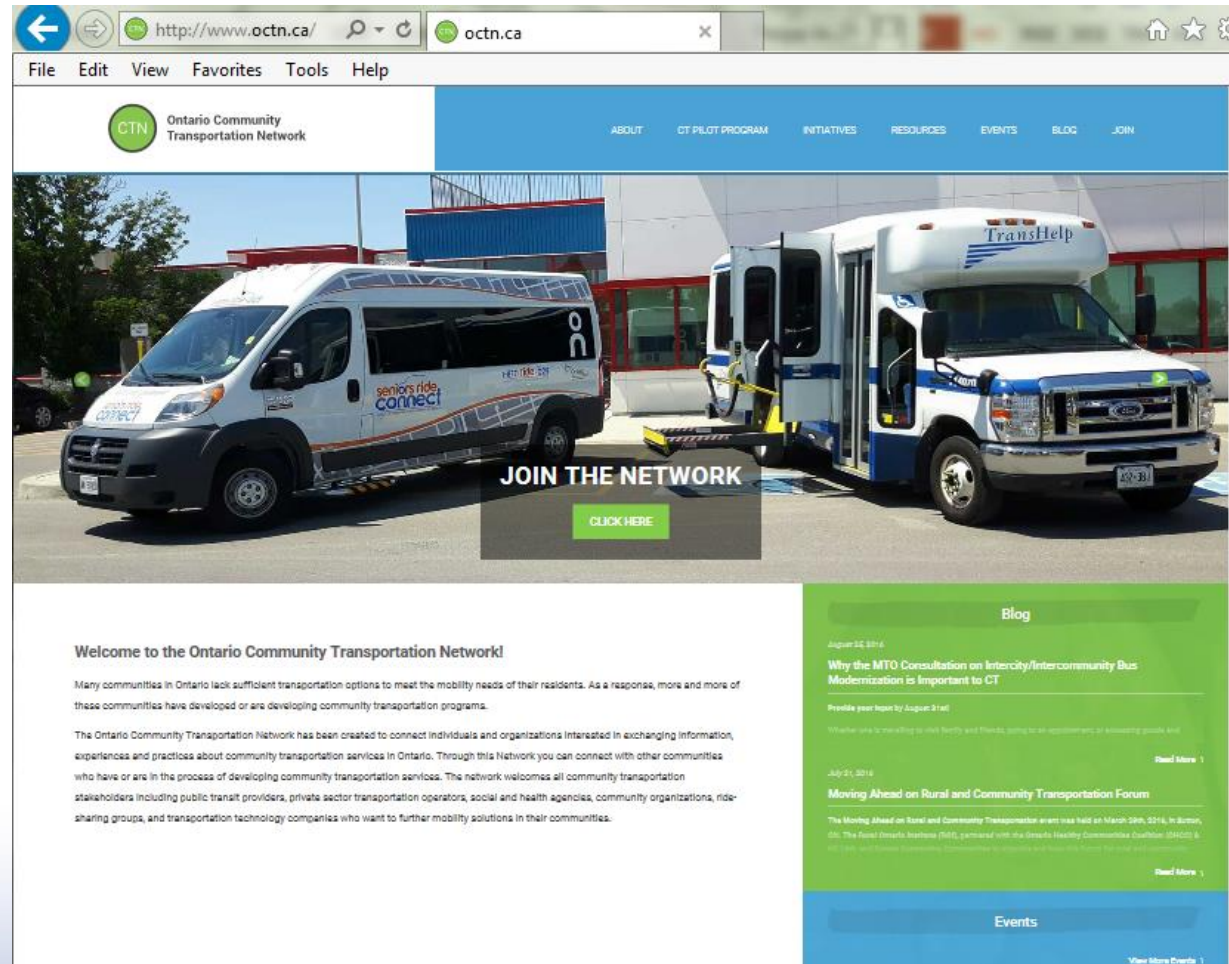


Next Steps



- * Sustainability
- * Scaling
- * Networks

www.octn.ca



Contact Info



simcoe.ca/transportationpartnerships

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Rob Soczka

Executive Director, Helping Hands

robs@hhorillia.ca



Additional Portal Screenshots

Custom Sharing Portal

Search

 powered by Caredove

[North Simcoe Muskoka Transportation Sharing](#) > [Select a service](#)

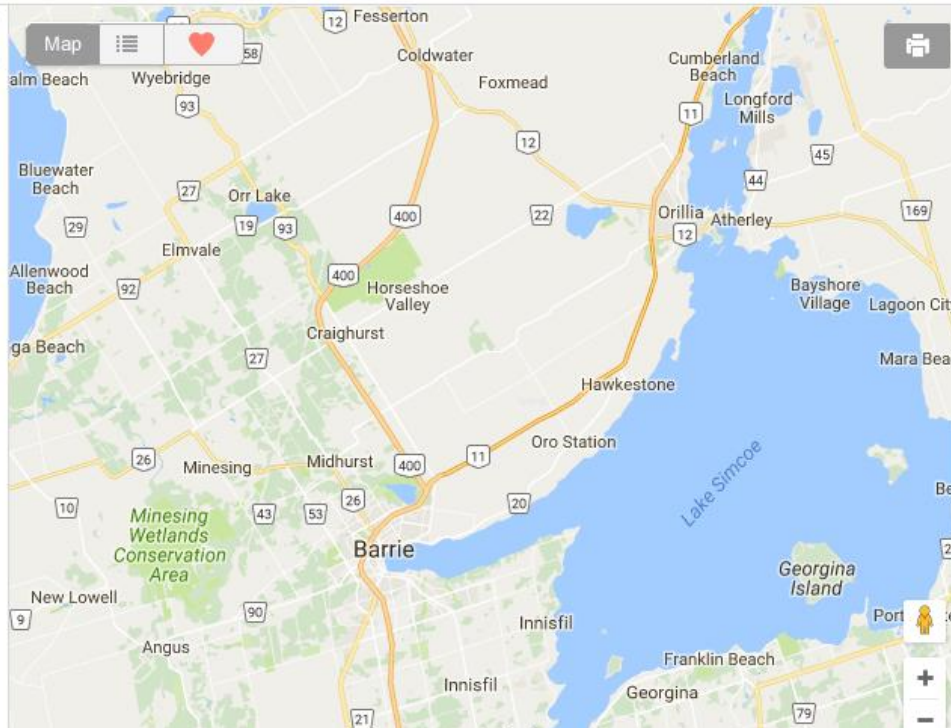
[advanced search](#)

[Find Available Vehicles](#)

[Find Client Pick Ups](#)

[Transportation Providers](#)

Enter your Address, City or Postal Code



Find Clients in Need

Search

 powered by Caredove

North Simcoe Muskoka Transportation Sharing > Select a service

[advanced search](#)

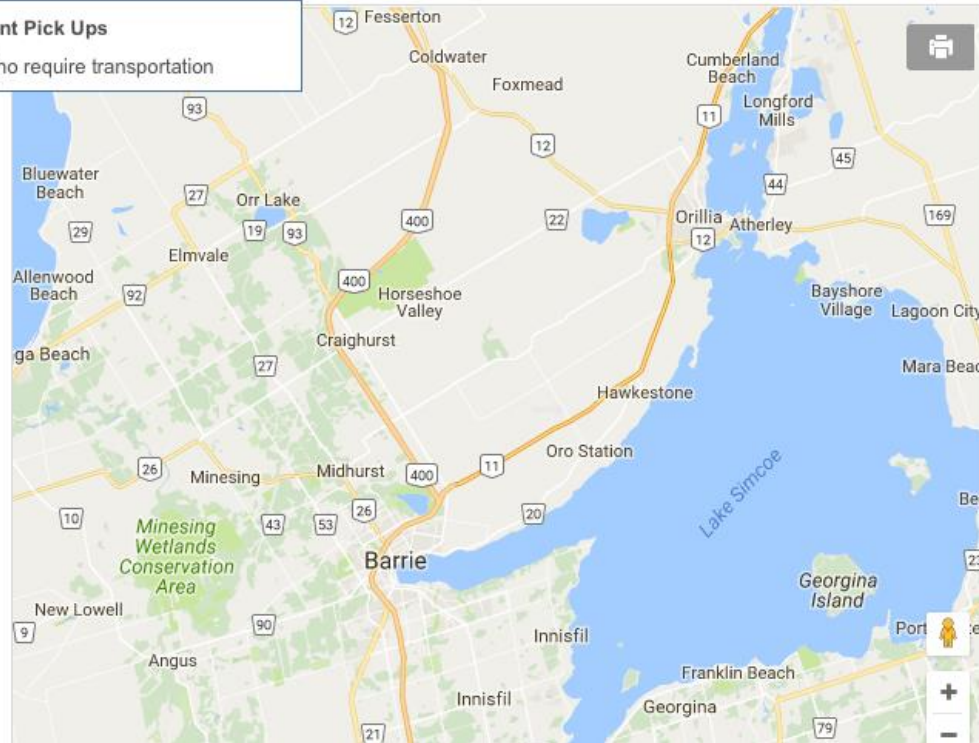
Find Available Vehicles

Find Client Pick Ups

Transportation Providers

Enter your Address, City or Postal Code

Find Client Pick Ups
Clients who require transportation



Find Idle Vehicles

Search

 powered by Caredove

North Simcoe Muskoka Transportation Sharing > Select a service

[advanced search](#)

Find Available Vehicles

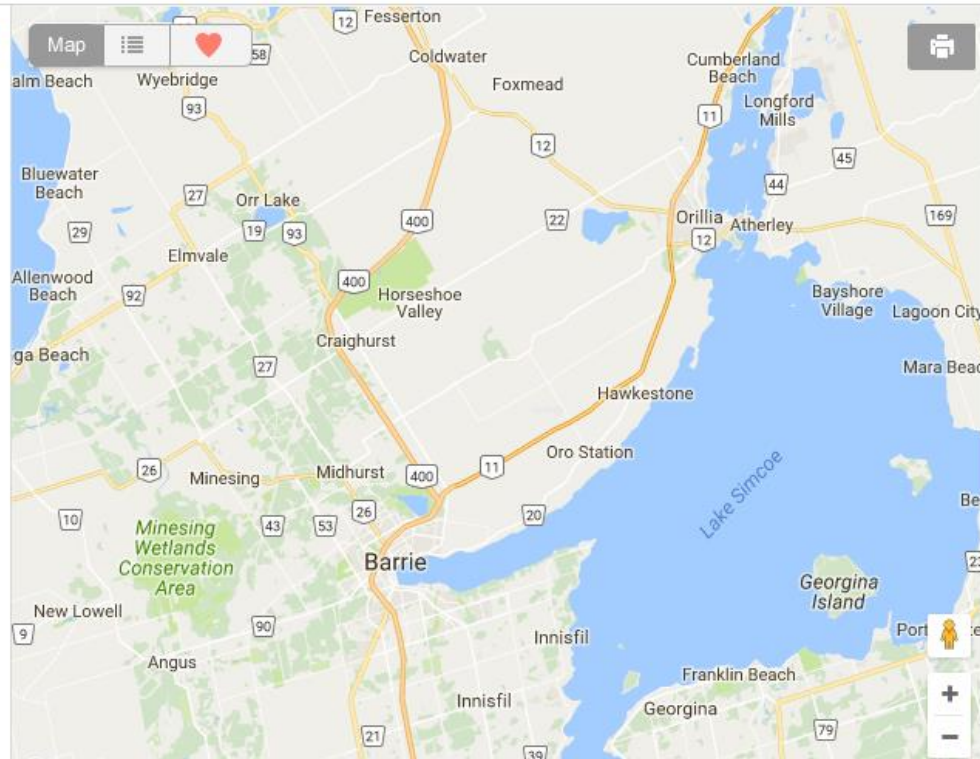
Find Client Pick Ups

Transportation Providers

Enter

Find Available Vehicles

Find vehicles being shared by other transportation agencies.



Specify any address

Search

powered by CareDove


North Simcoe Muskoka Transportation Sharing

Select a service


advanced search

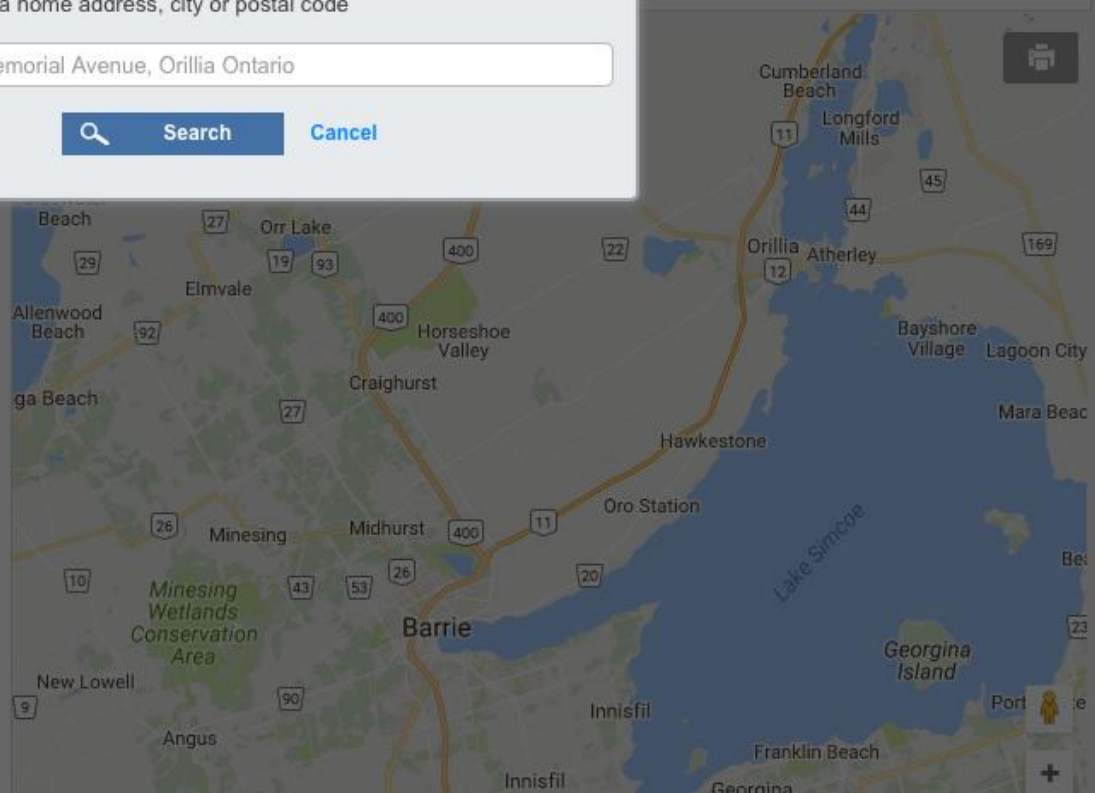
Find Available Vehicles

Enter your Address, City or Postal Code

 **Home Address**

Search near a home address, city or postal code

 **Search** [Cancel](#)



NORTH SIMCOE MUSKOKA

TRANSPORTATION SHARING

powered by CareDove

Search


North Simcoe Muskoka Transportation Sharing

Select a service

advanced search

Find Available Vehicles

Enter your Address, City or Postal Code

 Home Address

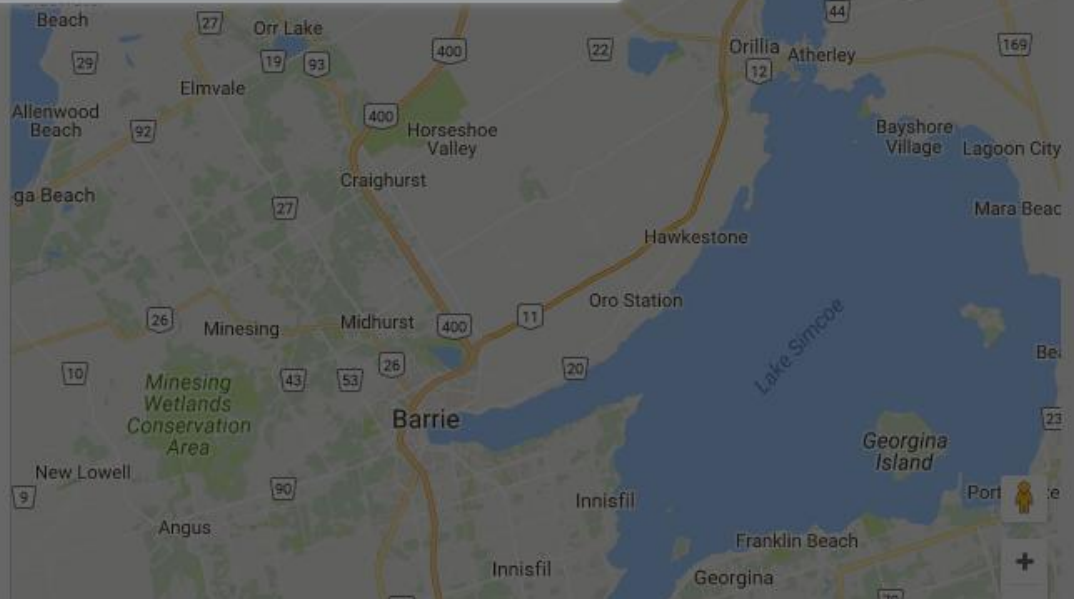
Search near a home address, city or postal code

100 Sperling Drive, Barrie, ON



Search

Cancel



Get vehicle description

Search

powered by Caredove

North Simcoe Muskoka Transportation Sharing > Find Available Vehicles

[advanced search](#)

Find Available Vehicles

Find Client Pick Ups

Transportation Providers

10 Sperling Drive, Barrie, ON



Within 10km

Today

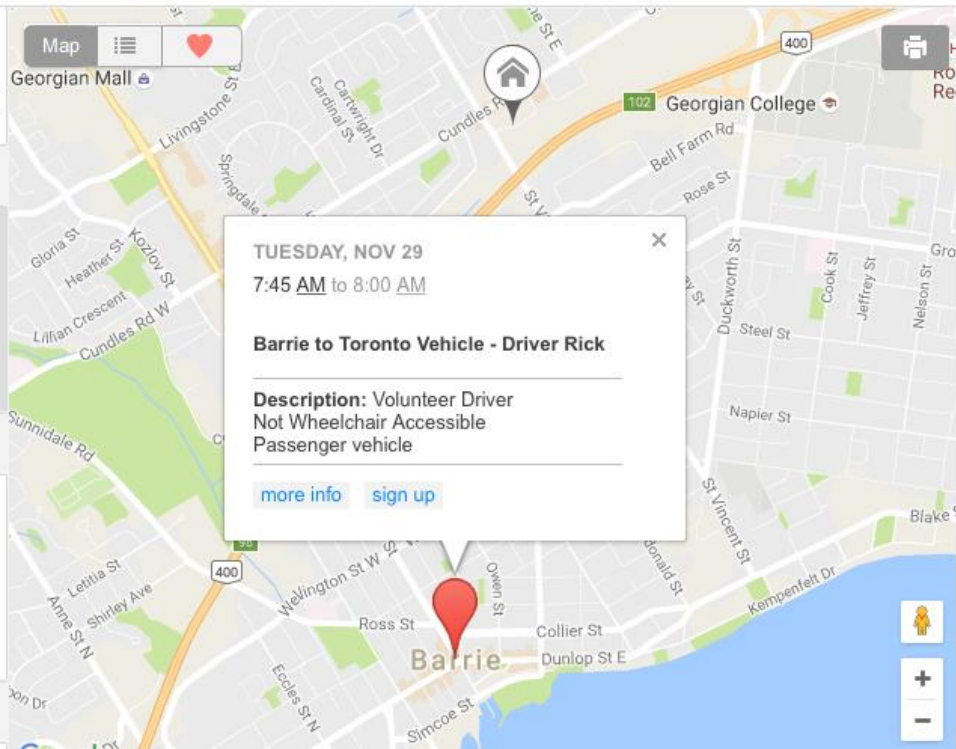
TUESDAY, NOVEMBER 29

7:45 AM to 8:00 AM **Barrie to Toronto Vehicle - Driver Rick**
 Community Reach
 Barrie, ON 2.4 km
[more info](#) [sign up](#)

WEDNESDAY, NOVEMBER 30

1:00 PM to 1:15 PM **Barrie to Toronto Vehicle - Driver Rick**
 Community Reach
 Barrie, ON 2.4 km
[more info](#) [sign up](#)

MONDAY, DECEMBER 5



1. Service Information ✓

2. Fill Form

3. Finish

Registrant Information

Intake Form

Initials: Please enter the client initials.

RS

Language: What is the preferred Language?

English French Other

Is an interpreter required?

No Yes

Trip Information

Trip Type: One-Way Wait for Return Wait for Call

Appointment:

2016-12-14



Date (yyyy-mm-dd)

9:00am

Start Time

1:30 hr

Duration (minutes)

End Time: 10:30am

Pick-up Location:

341 North Forest Crescent, Orillia, ON

Address

[view on map](#)

Unit/Room #

Entry Code

Pick-up Location:

341 North Forest Crescent, Orillia, ON

Address

[view on map](#)

Unit/Room #

Entry Code

Pick-up Options:

Pets

Ramps

Stairs

Elevator

Lifts

Caregiver at Premises

Other

Intake Form

Drop-off Location:

19 Memorial Avenue, Orillia, ON L3V 5X1

Address

[view on map](#)

Unit/Room #

Entry Code

Driving Distance: 3.6km

Drop-off Options:

Pets

Ramps

Stairs

Elevator

Lifts

Caregiver at Premises

Other

Trip Notes:

Aids - Crutches

Oxygen

Aids - Wheeled Walker

> 250 lbs

Aids - Wheelchair (manual)

Aids - Cane

Trip Notes:

- Aids - Cruches
- Aids - Wheeled Walker
- Aids - Wheelchair (manual)
- Aids - Wheelchair (powerd)
- DNR
- Oxygen
- > 250 lbs
- Aids - Cane
- Aids - Standard Walker

Intake Form

Additional Information

Documentation:

Additional documentation can be helpful for this booking.
It may be sent online through Caredrive, or separately via other methods (e.g.fax)

Select Files

Send Method:

This form will be submitted online through Caredrive. Are you sending any additional information by another method?

- No - Online Submission Only
- Yes - Fax
- Yes - Other

Back

Finish

Cancel

Complete- Agency Notified.

1. Service Information ✓

2. Fill Form ✓

3. Finish



Booking Complete

Summary

Reference #: 645947616

NORTH SIMCOE MUSKOKA
TRANSPORTATION
SHARING

Shows all Shared vehicles

Search

powered by Caredrive

North Simcoe Muskoka Transportation Sharing > Find Available Vehicles

advanced search

Find Available Vehicles

Find Client Pick Ups

Transportation Providers

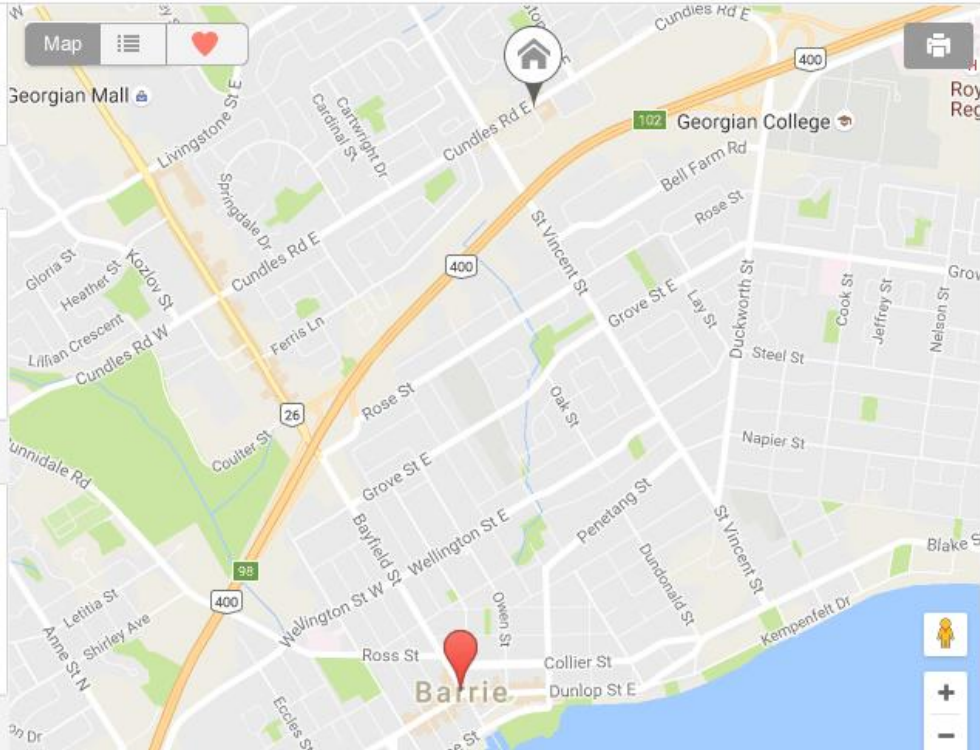
100 Sperling Drive, Barrie, ON



Map [List Icon] [Heart Icon]

Within 10km

Today [Calendar Icon]



TUESDAY, NOVEMBER 29

7:45 AM Barrie to Toronto Vehicle - Driver Rick

to 8:00 AM Community Reach

Barrie, ON

2.6 km

more info sign up

WEDNESDAY, NOVEMBER 30

1:00 PM Barrie to Toronto Vehicle - Driver Rick

to 1:15 PM Community Reach

Barrie, ON

2.6 km

more info sign up

MONDAY, DECEMBER 5

Filling a Client Ride Request

Search

powered by Caredove

North Simcoe Muskoka Transportation Sharing > Select a service

[advanced search](#)

Find Available Vehicles

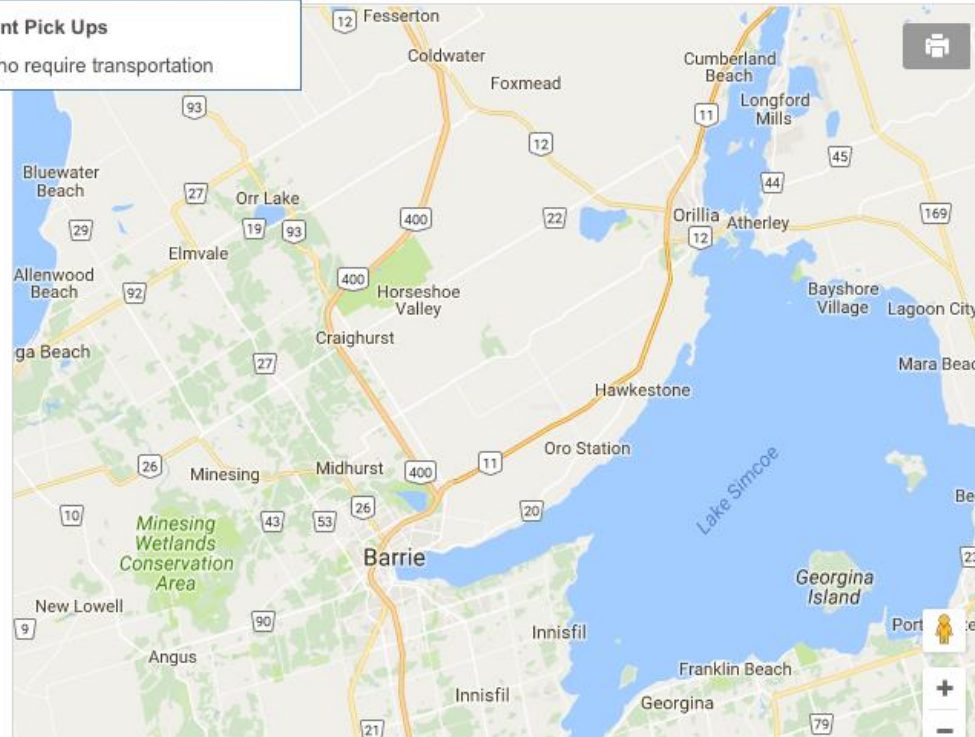
Find Client Pick Ups

Transportation Providers

Enter your Address, City or Postal Code

Find Client Pick Ups

Clients who require transportation



Search Orillia for who needs ride

Search

powered by CareDove

North Simcoe Muskoka Transportation Sharing

Select a service

advanced search

Find Available Vehicles

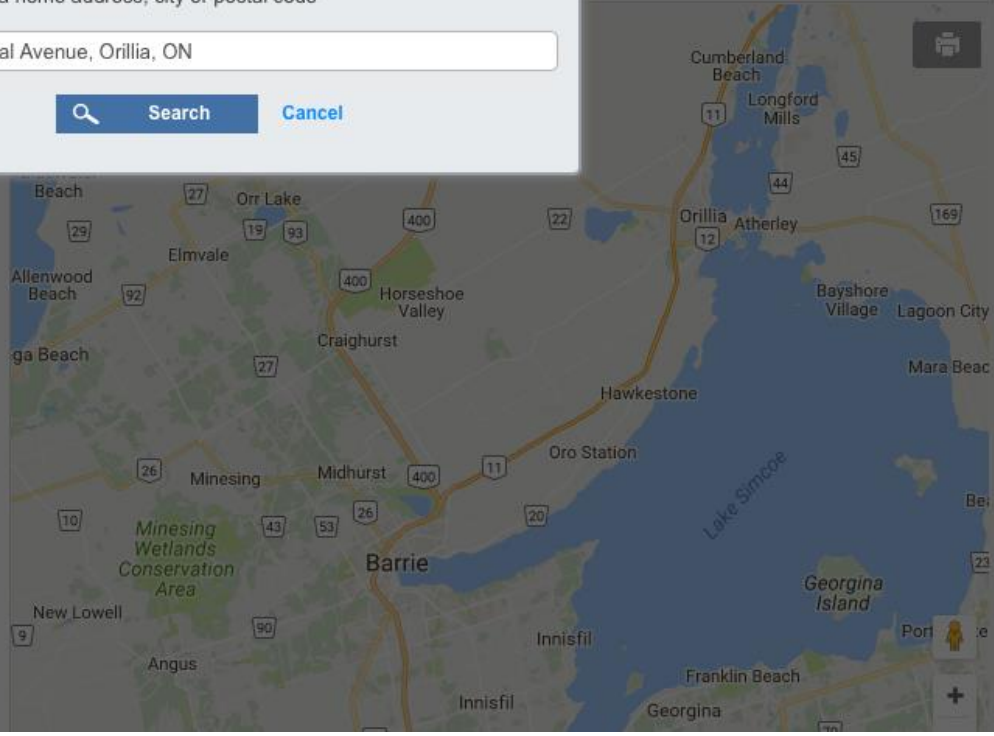
Enter your Address, City or Postal Code

Home Address


Search near a home address, city or postal code

100 Memorial Avenue, Orillia, ON

Search Cancel



Unfilled rides, by day and destination


Search  powered by Caredove


North Simcoe Muskoka Transportation Sharing > Find Client Pick Ups advanced search

Find Available Vehicles Find Client Pick Ups Transportation Providers

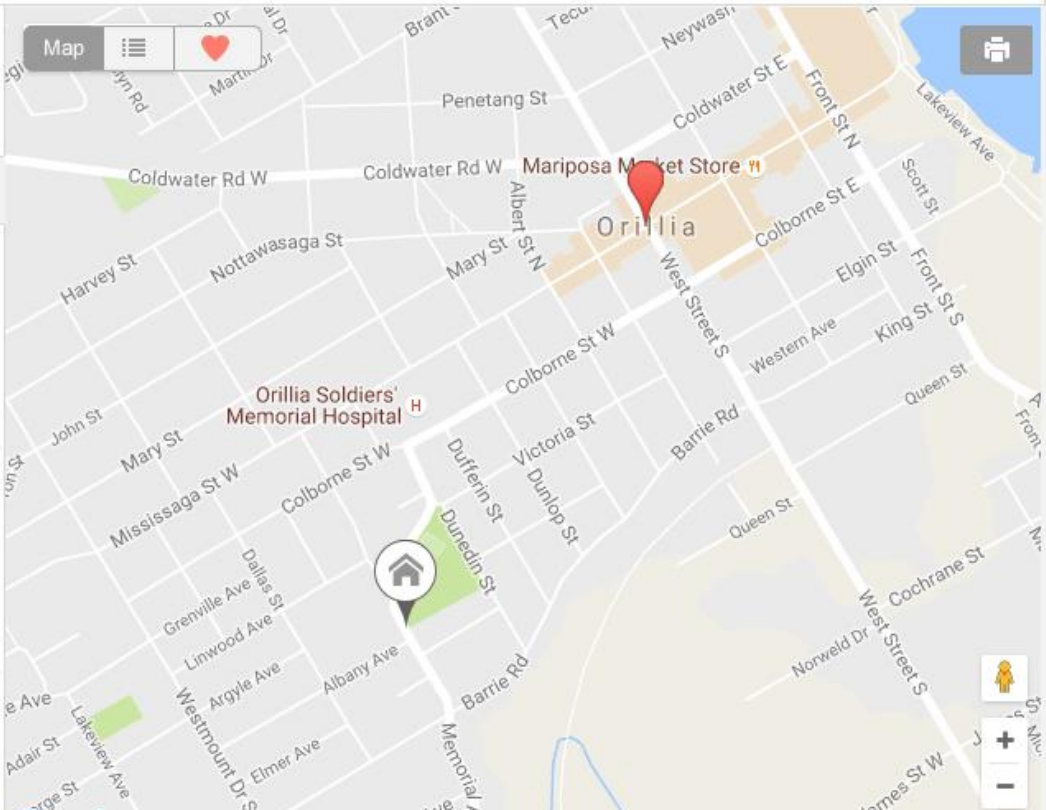
100 Memorial Avenue, Orillia, ON 
 Within 10km Today 

TUESDAY, NOVEMBER 29

8:30 AM **GTA Trip**
to 10:00 AM **Helping Hands**
 Orillia, ON 1 km
[more info](#) [sign up](#)

9:30 AM **GTA Trip**
to 10:00 AM **Helping Hands**
 Orillia, ON 1 km
[more info](#) [sign up](#)

9:30 AM **GTA Trip**
to 10:00 AM **Helping Hands**
 Orillia, ON 1 km



View Client Details

Search

 powered by Caredove

North Simcoe Muskoka Transportation Sharing > Find Client Pick Ups

[advanced search](#)

Find Available Vehicles

Find Client Pick Ups

Transportation Providers

100 Memorial Avenue, Orillia, ON



Map  

 Within 10km

Today 

TUESDAY, NOVEMBER 29

8:30 AM **GTA Trip**

to 10:00 AM Helping Hands

 Orillia, ON

1 km

[more info](#) [sign up](#)

9:30 AM **GTA Trip**

to 10:00 AM Helping Hands

 Orillia, ON

1 km

[more info](#) [sign up](#)

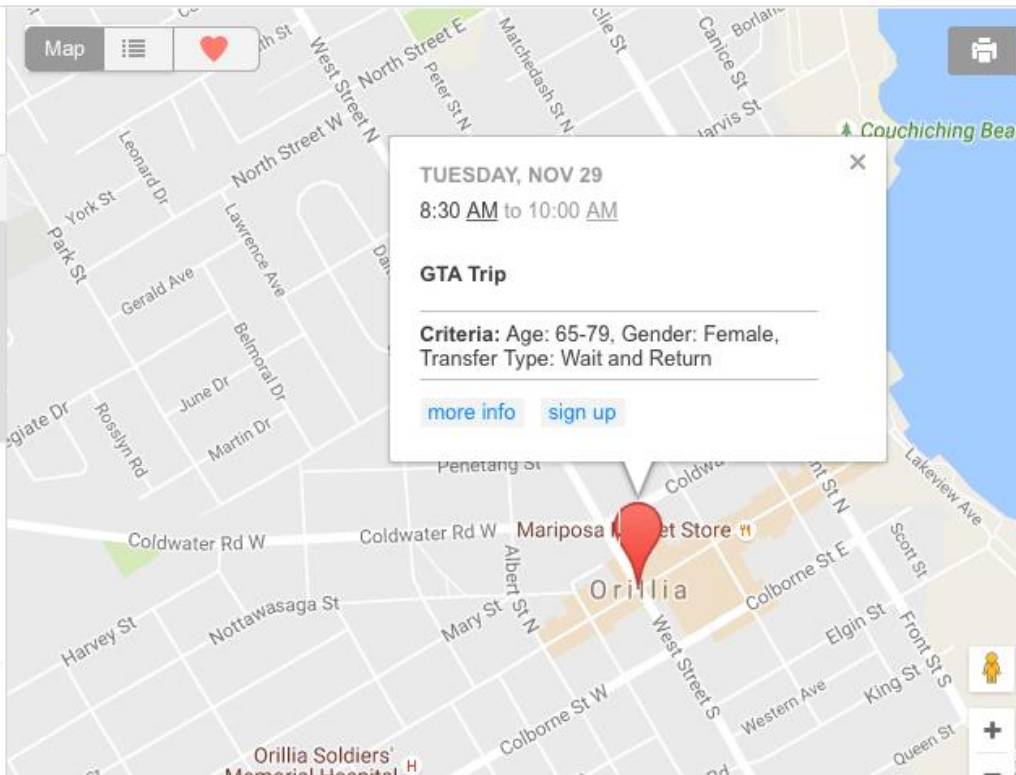
9:30 AM **GTA Trip**

to 10:00 AM Helping Hands

 Orillia, ON

1 km

[more info](#) [sign up](#)



TUESDAY, NOV 29 ✕

8:30 AM to 10:00 AM

GTA Trip

Criteria: Age: 65-79, Gender: Female,
Transfer Type: Wait and Return

[more info](#) [sign up](#)

NORTH SIMCOE MUSKOKA
TRANSPORTATION
SHARING

Proceed to Fill Ride

1. Service Information

2. Fill Form

3. Finish

Service Information

Service: GTA Trip
Category: Client Pick Up
Organization: Helping Hands

Timeslot: Tuesday, November 29 2016, 8:30am - 10:00am

Provided By: Craig Jones, Coordinator of Transportation
Shelley Gordon, Scheduler

Location: 📍 Orillia, ON
This timeslot is available for the home address **100 Memorial Avenue, Orillia, ON** ([map](#))

Referral Options: Individual Otherwise Not Serviced

Next ▶

[Cancel](#)

Share Driver and Vehicle Details

1. Service Information ✓

2. Fill Form

3. Finish

Registrant Information

Driver Name: Enter driver name.

John Smith

Health Information

Vehicle details, volunteer/paid driver, wheelchair enabled, certifications, etc.

Volunteer driver with passenger van.

Send Method: This form will be submitted online through Caredove. Are you sending any additional information by another method?

No - Online Submission Only Yes - Fax Yes - Other

← Back

↗ Finish

Cancel

Complete- Agency Notified.

1. Service Information ✓

2. Fill Form ✓

3. Finish



Booking Complete

Summary

Reference #: 645947616