

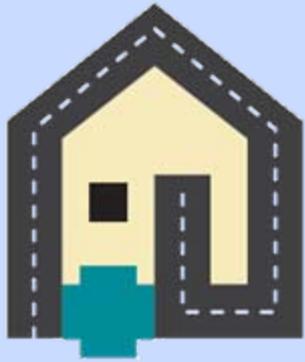


*Maricopa Association of Governments 2008 Regional Conference:*

**Housing & Transportation**  
**Human Services Coordination**

# Mobility Management and Intercompany Coordination

**April 8, 2008**



# The Vision



- A collaboration between behavioral health agencies providing transportation services which utilizes Global Positioning System (GPS) and Information Technology to improve safety, reduce fuel costs, and identify efficiencies for scarce transportation resources servicing one of the most vulnerable and fragile segments of society, the serious mentally ill



# The Consumers We Serve

- **Individuals who are serious mentally ill; the elderly with mental illness; persons who have both a serious mental illness and substance abuse issues; and others who experience a mental illness**
- **Many persons who are disabled with a serious mental illness have difficulty understanding and scheduling use of mass transit.**
- **Along with their symptomology, many consumers have social and economic barriers that affect their ability to make use of traditional transportation options.**



# Collaborative Vision

- A belief that scarce resources could be expanded through organizations collaborating together
- Technology has a key role in assisting organizations to be more effective and efficient
- Sharing of technology resources could make transportation services more accessible to non-mobile consumers and those consumers will benefit from the access and inclusion in community resources that equip them for greater independence and hopefully eventual use of traditional forms of transportation.





- **TERROS** is a non-profit community-based organization offering a wide variety of behavioral health prevention, education and treatment services.
- **TERROS** began in 1969 as a grassroots group of young people dedicated to helping others struggling in substance abuse crises. TERROS has grown from the Phoenix area's first substance abuse treatment program to a comprehensive behavioral health organization addressing a wide array of substance abuse and behavioral health problems.
- **TERROS** serves over 25,000 people each year, with over 400 employees.
- **TERROS** provides services throughout Maricopa County, through five outpatient clinics; mobile crisis service teams; intensive services for people with co-occurring substance abuse and mental illnesses; supported living, community living and housing services for persons with a serious mental illness; youth substance abuse prevention services and a variety of HIV prevention programs.

# TERROS Transportation Services

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**TERROS** provides transportation services for persons with serious mental illness, mobile crisis services, and to persons seeking assistance for HIV.

## **FACTS:**

- 62 Vehicles
- 4200 miles per day with an annual average of over 1,500,000 miles
- passenger trips per year are over 475,000

**Types of transportation services:** medical appointments; service appointments; transportation to other behavioral health providers and TERROS programs; life skills such as shopping, recreational events, and other purposes to assist in rehabilitation and recovery.

# Triple R Behavioral Health

Incorporated in 1974, Triple R is a 501(c)(3) non-profit agency serving adults diagnosed with a serious mental illness.

Our staff of about 250 provide residential and rehabilitation services that compliment the consumers' goals- whether they be educational in nature or focused on enhanced independence or finding employment.

Last year, Triple R served 2200 individuals at over 31 locations.

Programs and services include



TRHM Triple R Housing Mgt	TRES Triple R Employment Svcs	Volunteer Corps	Clubhouse -AJ -Mesa -Phoenix
Supported Education	WarmLine	Peer Training	Supported Living
Transitional Living	24-Hour Residential Tx. And LT support	In-Home Support	Community Living

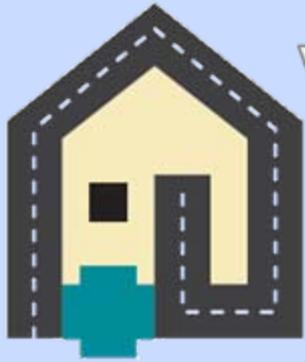
# Triple R Behavioral Health

transportation

- 35 Vehicles
- 1900 miles per day (average of 694,427 miles annually)

Van use includes: Medical appointments, trips to other providers or Triple R programs for services, recreational outings, developing life skills (shopping trips, educational and employment supports).





# Vehicles With Mobility Management Devices

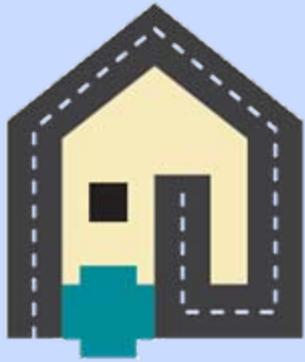
- A mobility management device is an electronic tool attached to each vehicle used to track and gather data on a vehicle primarily using Global Positioning System technology.
- 35 TERROS vehicles with devices
- 21 Triple R vehicle with devices
- **56 Total vehicles with devices**

# Role of the Mobility Manager

- Process reports and analyze data for all collaborators
- Report findings to management of the respective agencies with recommendations for potential change
- Make information available to proactively schedule the maintenance of fleet vehicles.
- Provide training to fleet managers on the Universal Tracking System software
- Train and assist managers of the vehicle drivers to utilize data in planning, route development, and decision making
- Monitor real time activity
- Assist with safety issues



# Role of Technology



- Global Positioning System (GPS)
- Web based functionality
- Real Time Data
- Data Collection and Reporting use





## Vehicle Usage Report For Unit T-33

From: 4/1/2008 To: 4/1/2008

Unit: T-33	Total Stop		Total Idle		Total Drive		Total
4/1/2008	20:48:43	86.7%	00:38:00	2.6%	02:33:17	10.6%	24:00:00
<b>Total</b>	<b>20:48:43</b>	<b>86.7%</b>	<b>00:38:00</b>	<b>2.6%</b>	<b>02:33:17</b>	<b>10.6%</b>	<b>24:00:00</b>
<b>Grand Total</b>	<b>20:48:43</b>	<b>86.7%</b>	<b>00:38:00</b>	<b>2.6%</b>	<b>02:33:17</b>	<b>10.6%</b>	<b>24:00:00</b>



# Targeted Outcomes

- Increase safety
- Establish more efficient routes where applicable
- Increase number of trips

# Increase Safety to Our Consumers and Drivers

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- Assist with traffic patterns and locating best routes i.e. avoid constructions
- Panic button to alert mobility manager of situation
- Maintain vehicle safety with vehicle maintenance reporting
- Identify location of vehicles and assist with directions
- Develop profiles of drivers' habits and target trainings
- Speed reports and speed event alerts when outside of posted limits



# Looking to the Future

- Partner with additional collaborators
- Add mobility tracking devices in all collaborator vehicles
- Install navigational devices in all collaborator vehicles
- Utilize data to make future transportation decisions
- Utilize data to make transportation management decisions





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# Housing & Transportation Human Services Coordination

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**For more information  
contact:**

**[humanservices@mag.maricopa.gov](mailto:humanservices@mag.maricopa.gov)**

**602-254-6300**