

MOBILITY SERVICES



**Coastal Bend Center for
Independent Living**

Judy Telge

Director of Development
& Mobility Projects

*assisting individuals with disabilities
to achieve their goals*

TRANSPORTATION WORKS WITH MOBILITY OPTIONS

**The role of centers for independent living in
developing solutions to gaps in transportation.**

**WHAT. WHY.
HOW. WHEN.**



COASTAL BEND CENTER FOR INDEPENDENT LIVING

Corpus Christi - Coastal Bend region of South Texas.

Established as a CIL in 2002, under U.S. Dept of Education, Rehabilitation Services Administration, now Administration on Community Living, U.S. Health and Human Services.

Provide core services to individuals with disabilities of all ages.

CBCIL administers 30 grant-funded, purchase of services, fee for service contracts with diverse funding sources for a variety of programs.

Began transportation services in 2011 with TxDOT JARC funding for Mobility Options Project.



CBCIL MOBILITY SERVICES

**Enhanced Mobility for
Seniors & Individuals with
Disabilities (5310)**

(Funded by TxDOT):

Mobility Options Project

Purchase of Services

Mobility Management

**Planning and
Demonstration Grant**

(Funded by TxDOT):

MobilityNow!

**Real-time transportation
in rural areas (MaaS)**

BARRIERS TO INDEPENDENT LIVING
FOR INDIVIDUALS WITH DISABILITIES

ACCESSING COMMUNITY LIVING

EDUCATION AND TRAINING

EMPLOYMENT

HEALTHCARE

HOUSING

SOCIAL ACTIVITIES

TRANSPORTATION

MOBILITY OPTIONS PROJECT

A CONSUMER-DIRECTED MODEL

- **gap-filling transportation - any destination**
- **purchase of services - all willing providers**
- **mobility management - IL specialist**
- **cost-sharing – consumers, VR services**

M.O.P. ON THE GROUND

Mobility Management engages providers, partners, funding, outreach, day-to-day individual consumer trip coordination

Process referrals from agencies, individuals, families

Information & Referral to available resources

Individual Mobility Assessment and Plan (phone, in-person)

Trip Quote and Confirmation

Consumer Satisfaction Surveys (consumer-directed)

Data input and reporting – internal and external

Individual and systemic advocacy for access to transportation

M.O.P.'S CONSUMER SATISFACTION SURVEY

**WAS DEVELOPED SPECIFICALLY FOR A
CONSUMER-DIRECTED PROGRAM**



CONSUMER EXAMPLES

Terri:

Displaced by Hurricane Harvey from a trailer in Rockport to shelter in Corpus Christi;

Lost all belongings, no housing options;

Helped her with out-of-state trip to Missouri

Raul:

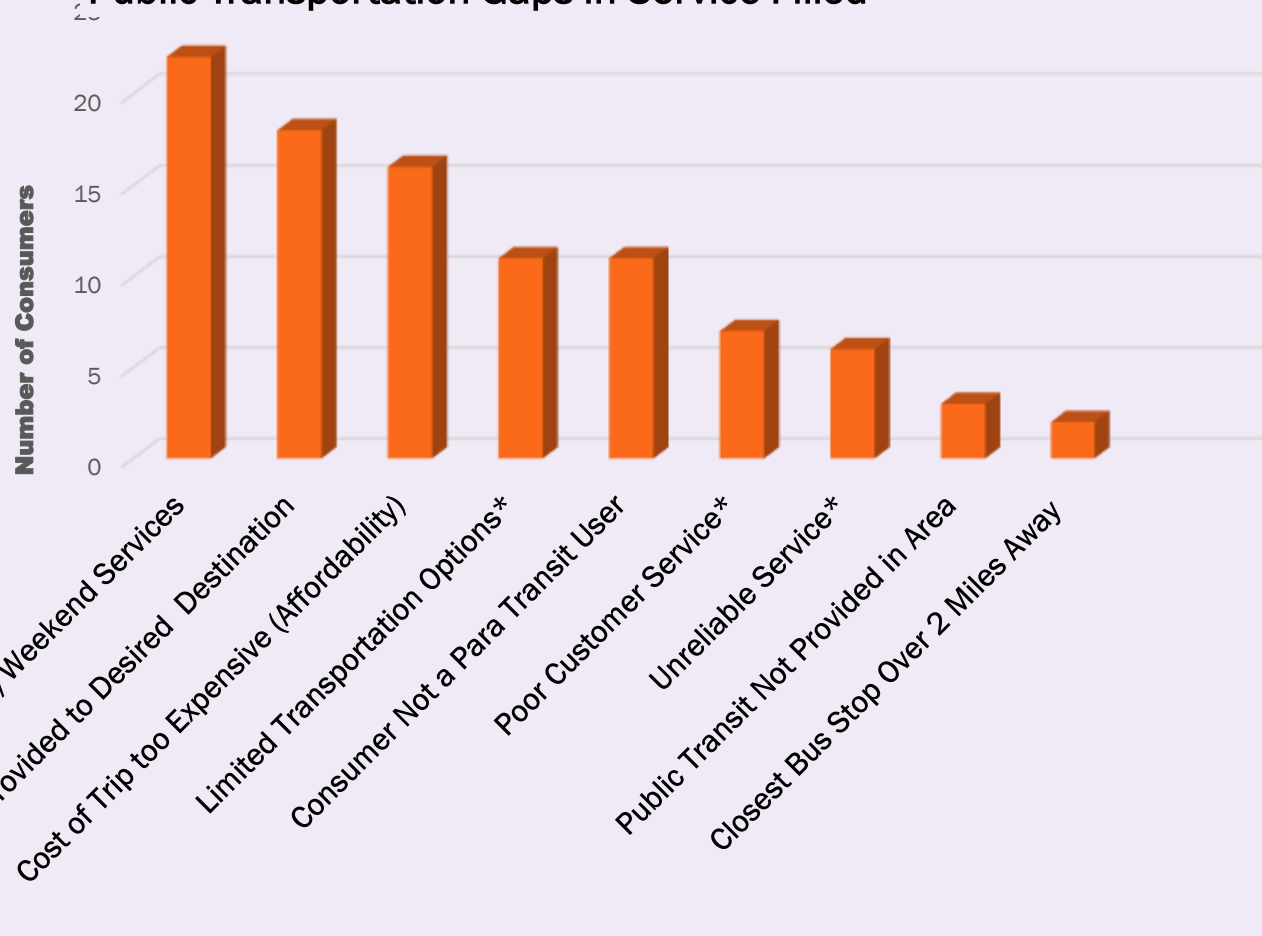
Lives in rural area, dialysis patient in C.C. three days a week

Rural transit provider doesn't transport days and hours needed, cost of trips expensive.




Mobility Options Project partnered with CC-RTA Mobility Coordinator, shown here MCs are with consumers learning to ride the fixed route buses in Corpus Christi urban public transit district.

Public Transportation Gaps in Service Filled



MOBILITYNOW! IGD-LIBERTY

- TxDOT Planning & demonstration project.
 - Business partner with CBCIL testing a new app for on-demand real-time transportation (Uber-like) in rural areas.
 - Pre-scheduled trips for medical appointments.
 - Complements public transportation.
 - Fills gaps beyond service days and hours.
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COLLABORATING PARTNERS

Accessible Community Transportation Initiative (ESPA)

Aging & Disability Resource Center of the Coastal Bend

Coastal Bend Healthfinder Collaborative

Kleberg County Paisano Transit

Metropolitan Planning Organization

National Center for Mobility Management

Regional Transportation Coordination & Planning

Texas Centers for Independent Living

Funding: TxDOT (FTA), ACL, local VR, foundations



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