May 20, 2016

Re: Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Program

Ride to Wellness Selection Committee:

This letter is written in support of the Jacksonville Transportation Authority and their Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Grant application.

JTA’s proposed project in partnership with UF Health has tremendous potential to make meaningful impact on health outcomes for residents of Northeast Florida. Several recent studies have identified access to available medical resources to be one of the chief barriers to improving community-wide health outcomes. Approximately 96,000 medical appointments at UF Health are missed annually. Children using Medicaid have almost a 50% missed appointment rate. The lack of transportation or information on transportation options has been cited as one of the primary reasons for the missed appointments.

The project will provide an interface between the medical center’s appointment scheduling system and the area’s regional transportation information system. With one click, the interface will provide the appointment scheduler with public transit travel times and costs that best fit each of the available appointments. The scheduler can select best appointment and provide patients with travel information to the facility. Additionally, the project will help open the lines of communication between medical staff and transportation providers. This increased collaboration will help improve patient satisfaction and reduce appointment no shows.

While the pilot area is located in Jacksonville, many residents throughout the region have appointments at these locations. We also understand that once the pilot project is complete, that the application will be expanded to all of the UF Health facilities throughout North and Central Florida and shared with other medical facilities.
We enthusiastically support this project as we believe it will have long lasting regional impact and improve health outcomes and access to health care for disadvantaged populations.

Sincerely,

[Signature]

Rita A. James
Vice President, Ambulatory Services
May 25, 2016

Re: Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Program

Dear Ride to Wellness Selection Committee:

On behalf of Cambridge Systematics I would like to express our strong commitment to support the Jacksonville Transportation Authority on their Ride to Wellness Demonstration project.

JTA and Cambridge Systematics have partnered for several years on the development and deployment of the Northeast Florida One Call / One Click center www.transportal.net funded through the Veterans Transportation and Community Living Initiative (VTCLI). Over the years JTA has continuously experimented with new and innovative approaches to tackle long standing challenges. From our perspective this innovation has taken the form of adopting open source technologies to expand the capabilities of their existing technology investments in a way that promotes flexibility, scalability, and sustainability for large regionally focused projects. For the VTCLI project this innovative approach resulted in better access to transportation for veterans, their families, and other transportation disadvantaged individuals in Northeast Florida.

Building on these previous efforts, this new project will target transportation access to health care. By applying new ideas modeled in Massachusetts as part of the National Center for Mobility Management Heath Care Access Mobility Design Challenge and integrating their open source transportal.net with the existing health care technology infrastructure at UF Health, JTA will once again be applying an innovative solution to address a persistent and challenging problem.

JTA’s proposed project has tremendous potential to have a meaningful impact on health outcomes for residents of the greater Jacksonville community and the state of Florida. The proposed project partners are a diverse collection of stakeholders that, together, aim to reduce health care costs, improve health outcomes, and improve access to health care for disadvantaged populations.

We look forward to partnering with JTA on this project. Cambridge Systematics is currently supporting One Call / One Click projects based on the open source 1-Click software platform in five states including Utah, Pennsylvania, Florida, Georgia and California. As part of our Open Source–Open Minds policy, we are committed to ensuring that investments made in the 1-Click platform by any one project are shared across all projects. We remain fully committed to ensuring that JTA is able to leverage the 1-Click platform, and the contributions of the open source community, to the fullest extent possible.

Sincerely,

CAMBRIDGE SYSTEMATICS, INC.

Brad W. Wright
President
May 25, 2016

Re: Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Program

Ride to Wellness Selection Committee,

This letter is written in support of the endeavor Jacksonville Transportation Authority is undertaking towards application for Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Program.

Smart Transit for Healthcare is committed towards development and implementation of the idea of incorporation of patient’s transportation need while scheduling their healthcare appointment. Most of our work was conducted with support from a grant from National Center for Mobility Management. We have conducted research in Worcester area of Massachusetts to develop a software interface prototype that facilitates scheduling of a patient’s appointment at a hospital by taking care of their transportation needs, especially for patients from low-income brackets. In doing so the team has conducted surveys and focus groups to understand the needs of patients, healthcare providers as well as the transportation stakeholders. We have collaborated with Cambridge Systematics, for development and refinement of our software solution to better align with One Click platform, the open source multi-modal trip planner. We commit to share our learnings as well as different relevant aspects of our software solution developed, with JTA in order to support them to tailor their solution to meet needs of patients in Florida.

JTA is aiming to implement this project which has a two-fold benefit: scheduling transportation at the same time as the patient’s appointment at the hospital and appointment scheduling based on the availability of transportation options from the patient’s starting point. They are collaborating with some local hospitals targeting to improve their current missed appointment rates by effective implementation of the idea. This project has huge potential to improve patient’s access to healthcare, improve health outcomes and finally impact towards reducing healthcare costs. The pilot area for this project is Jacksonville, but given the potential scalability of the solution, it can be easily extended to other healthcare facilities across other parts of the state as well as the nation.

Smart Transit for Healthcare is enthusiastically supporting JTA’s project in collaboration with local health care providers and Cambridge Systematics to improve health outcomes and access to health.

Sincerely,

M. Dasgupta

Moumita Dasgupta, PhD
Director, Smart Transit for Healthcare
May 27, 2016

Re: Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Program

Ride to Wellness Selection Committee:

This letter is written in support of the Jacksonville Transportation Authority and their Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Grant application.

JTA’s proposed project in partnership with UF Health has tremendous potential to make meaningful impact on health outcomes for residents of Northeast Florida. Several recent studies have identified access to available medical resources to be one of the chief barriers to improving community-wide health outcomes. Approximately 96,000 medical appointments at UF Health are missed annually. Children using Medicaid have almost a 50% missed appointment rate. The lack of transportation or information on transportation options has been cited as one of the primary reasons for the missed appointments.

The project will provide an interface between the medical center’s appointment scheduling system and the area’s regional transportation information system. With one click, the interface will provide the appointment scheduler with public transit travel times and costs that best fit each of the available appointments. The scheduler can select the best appointment and provide patients with travel information to the facility. Additionally, the project will help open the lines of communication between medical staff and transportation providers. This increased collaboration will help improve patient satisfaction and reduce appointment no shows.

While the pilot area is located in Jacksonville, many residents throughout the region have appointments at these locations. We also understand that once the pilot project is complete, the application will expand to all UF Health facilities throughout North and Central Florida and be shared with other medical facilities.

We enthusiastically support this project as we believe it will have long lasting regional impact and improve health outcomes and access to health care for disadvantaged populations.

Sincerely,

Deanna McDonald
President & CEO
05/24/2016

Re: Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Program

Ride to Wellness Selection Committee:

This letter is written in support of the Jacksonville Transportation Authority and their Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Grant application.

JTA’s proposed project in partnership with UF Health has tremendous potential to make meaningful impact on health outcomes for residents of Northeast Florida. Several recent studies have identified access to available medical resources to be one of the chief barriers to improving community-wide health outcomes. The lack of transportation or information on transportation options has been cited as one of the primary reasons for the missed appointments.

The project will provide an interface between the medical center’s appointment scheduling system and the area’s regional transportation information system. With one click, the interface will provide the appointment scheduler with public transit travel times and costs that best fit each of the available appointments. The scheduler can select best appointment and provide patients with travel information to the facility. Additionally, the project will help open the lines of communication between medical staff and transportation providers. This increased collaboration will help improve patient satisfaction and reduce appointment no shows.

While the pilot area is located in Jacksonville, many residents throughout the region have appointments at these locations. We also understand that once the pilot project is complete, that the application will be expanded to all of the UF Health facilities throughout North and Central Florida and shared with other medical facilities.

We enthusiastically support this project as we believe it will have long lasting regional impact and improve health outcomes and access to health care for disadvantaged populations.

Sincerely,

[Signature]

Jade Warren
Director of Public Transportation Services
Access2Care
www.access2care.net
May 12, 2016

The Honorable Anthony Foxx
Secretary
US Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590

Dear Secretary Foxx,

As the Chief Executive Officer of the Jacksonville Transportation Authority (JTA), I hereby support and pledge the local financial commitment for JTA's Discretionary Grant applications for the Bus and Bus Facilities program, Low/No Emission program and the "Ride to Wellness" program.

According to the JTA's Financial Reserves Policy, as approved by our Board of Directors, under Chapter V (Construction/Capital Projects Contingency Reserve) we are able to provide matching funds for federal, state and local programs and projects. Chapter V states "This reserve responds to several business risks of JTA's statutory mission, including (i) [...] ; (ii) capital match forecast for federal, state and local match-funding programs and projects, in the current at a minimum the sum of eighteen million; [...]".

The JTA has sufficient capital reserves dedicated for these federal grants to ensure the timely execution of any grant award, if received.

Thank you for your consideration. The JTA continues to move forward on implementing projects and initiatives ensuring transportation is not a barrier but rather a bridge to connect communities to jobs, healthcare, education, and other essential services in Northeast Florida. We appreciate the U.S. Department of Transportation's significant contribution towards JTA's execution of our mission.

Sincerely;

Nathaniel P. Ford
Chief Executive Officer
Jacksonville Transportation Authority
May 24, 2016

Re: Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Program

Ride to Wellness Selection Committee:

This letter is written in support of the Jacksonville Transportation Authority and their Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Grant application.

JTA’s proposed project in partnership with UF Health has tremendous potential to make meaningful impact on health outcomes for residents of Northeast Florida. Several recent studies have identified access to available medical resources to be one of the chief barriers to improving community-wide health outcomes. Approximately 96,000 medical appointments at UF Health are missed annually. Children using Medicaid have almost a 50% missed appointment rate. The lack of transportation or information on transportation options has been cited as one of the primary reasons for the missed appointments.

The project will provide an interface between the medical center’s appointment scheduling system and the area’s regional transportation information system. With one click, the interface will provide the appointment scheduler with public transit travel times and costs that best fit each of the available appointments. The scheduler can select best appointment options and provide patients with travel information to the facility. Additionally, the project will help open the lines of communication between medical staff and transportation providers. This increased collaboration will help improve patient satisfaction and reduce appointment no shows.

While the pilot area is located in Jacksonville, many residents throughout our Commission’s six county Northeast Florida region have appointments at these locations. We also understand that once the pilot project is complete, that the application will be expanded to all of the UF Health facilities throughout North and Central Florida and shared with other medical facilities.

As advocates for regional transit, we enthusiastically support this project. We believe it will have long-lasting regional impact by improving access to health care and providing better health outcomes for disadvantaged populations.

Sincerely,

Joe Stephenson
Executive Director
May 16, 2016

FTA Rides to Wellness Grant selection team:

This letter is written in support of the Jacksonville Transportation Authority and their Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grant application.

One of the central technologies to accomplish integration between healthcare systems and transportation providers is a robust, flexible and affordable link for the general public to all available modes of transportation in a region. Utah Transit Authority (UTA) has recently launched a 1-Click system, UtahRideLink.com funded through a VTCLI grant. This system utilizes the open source, 1-Click platform developed by Cambridge Systematics.

I cannot overstate the benefits of this open source approach as it is fundamental to the most scalable and replicable system design. Multiple agencies from around the country including - JTA, PennDOT, Broward County Florida, Atlanta Regional Council and the Inland Empire in California - have benefited from each other’s contributions and enhancements to the platform.

Additionally, because this is open source, we are not locked into an expensive, proprietary system requiring annual subscription or licensing fees. Limited funding streams are maximized as each organization benefits from the other agencies enhancements. The code is open for anyone to download at no cost, allowing for either in-house expertise or contracted vendors for individual agency customization.

This effort has created a strong user community. Future healthcare integration provided by this grant will benefit not only the Jacksonville area, but the other and future open source 1-Click users across the country.

Sincerely,

Ryan Taylor
UTA Coordinated Mobility Manager
May 19, 2016

Re: Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Program

Ride to Wellness Selection Committee:

This letter is written in support of the Jacksonville Transportation Authority (JTA) and their Ride to Wellness Demonstration and Innovative Coordinated Access and Mobility Grant application.

JTA’s proposed project has the potential to make meaningful impact on health outcomes for residents of the greater Jacksonville community. The Atlanta Regional Commission understands that as part of this project JTA plans to leverage their existing One Call / One Click software www.transportel.net. ARC currently operates a similar One Click portal called www.simplygetherere.org. Over the past several years JTA, ARC, and many other agencies have contributed to the development and expansion of the underlying open-source platform 1-Click, developed by Cambridge Systematics.

ARC has a history of supporting the development of open-source tools and platforms. We believe that open-source technology is good for the transportation industry as a whole as it removes barriers to replicability of successful projects and increases the ability for adoption by other states, regions, and agencies. As such, we support JTA in continuing to develop software solutions that can provide information to Northeast Florida residents in order to access health care and other daily needs.

Sincerely,

[Signature]

Renee Autumn Ray, AICP
May 13, 2016

The Honorable Anthony Foxx
Secretary
U.S. Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590

Dear Secretary Foxx,

We are writing to strongly support the Jacksonville Transportation Authority’s (JTA) grant applications submitted under the Bus and Bus Facilities, Low or No Emission, and the Ride to Wellness grant programs. These grants will allow JTA to expand transportation access and mobility options to connect citizens to jobs, healthcare, education, and other essential services in Northeast Florida. Specifically, JTA is applying for:

**Bus and Bus Facilities Grant Application:** This application will support key elements of the Jacksonville Transportation Regional Center (JRTC), a multi-modal transportation hub that will consolidate major modes of public transportation including local bus, trolley, First Coast Flyer Bus Rapid Transit (BRT), intercity bus, Skyway and intercity and regional passenger rail service. Specifically, the grant will fund the construction of a new main bus transfer facility, which will include 21-25 covered bays and waiting areas. The current transfer facility at Rosa Parks Station is no longer adequate. Daily ridership at Rosa Parks has increased 28 percent over the past five years from 8,803 in 2011 to 11,226 in 2016. In some instances, schedule delays may cause a back-up in buses accessing the regularly programmed bus bays, causing rider confusion.

The grant would also fund a pedestrian bridge, which will connect the Convention Center Station to the Intercity Bus Terminal to allow for safe and convenient access for riders, as well as crucial improvements located at the Convention Center Station, such as an enclosed waiting area, driver’s lounge and restrooms. The station is currently ill-equipped to adequately provide restrooms for the 400 bus operators that provide service to the station, thus resulting in the use of temporary portables for overflow.

**Low or No Emission Grant Application:** This application will fund the acquisition of Compressed Natural Gas (CNG) buses. The JTA is in the midst of transitioning 100 diesel fuel buses to CNG buses, all part of a comprehensive plan to reduce CO2 emissions, reducing dependence on diesel, and bringing the latest technologies to Northeast Florida. In 2015, the JTA opened up its own CNG Fueling Station, which contains a public access
line that will be capable of providing CNG fueling to new buses. These buses meet JTA’s bus fleet management plan, coordinated with the Federal Transit Administration (FTA).

**Ride to Wellness Grant Application:** This project is a close partnership with hospitals (such as UF Health) and other non-profit healthcare providers in the area to integrate with Transportal, JTA’s regional trip scheduling system and multi-modal trip planning website (www.Transportal.net) that helps customers throughout Northeast Florida identify the most efficient travel mode for their individual trip needs. Transportal has been recognized by the FTA in the past and has received federal funding for its work with veterans. This project will help healthcare providers provide transportation options to reduce no-shows.

Specifically, this project will implement software solutions that interfaces to:
- Display lists of transportation options with estimated times and costs;
- Display best appointment times based on available transportation options; and,
- Book or print the trip itinerary.

We strongly support JTA’s projects and urge your thorough review and thoughtful consideration of their applications. Thank you for your attention to this request. We look forward to continuing to work with you to improve the safety and quality of our nation’s infrastructure.

Sincerely,

Bill Nelson
Senator

Corrine Brown
Member of Congress

Ander Crenshaw
Member of Congress

Cc: Ms. Carolyn Flowers, Acting Administrator
Federal Transit Administration