

Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
“Empowering Innovative Solutions”

2019 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: NEW FREEDOM TRANSPORTATION

DATE OF IMPLEMENTATION/ADOPTION: AUGUST 1, 2017

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2018)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

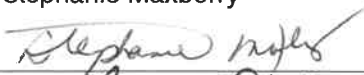
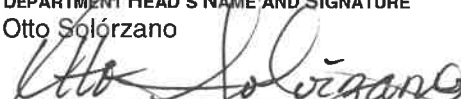
EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 In direct collaboration with our local business contractors the Workforce Development,
 2 Aging, and Community Services (WDACS) Department’s New Freedom Transportation
 3 programs provide mobility management services throughout Los Angeles County,
 4 specialized for our aging communities, dependent adults, and individuals with
 5 disabilities. These transportation services go beyond fixed route transit to organize a
 6 network of diverse transportation services, including but not limited to mobility on
 7 demand (MOD), to meet the needs of these disadvantaged communities. WDACS New
 8 Freedom Transportation also provides a one-stop customer service information hot-line,
 9 with readily available translation services, to assist clients with all types of transportation
 10 questions including application completion and identifying the best transportation option
 11 for them. Since August 1, 2017, through a grant from the Metropolitan Transportation
 12 Association (MTA), the New Freedom Transportation programs have provided nearly
 13 1,700 clients with over 75,000 rides at no cost to the client. Additionally, WDACS New
 14 Freedom Transportation will be awarded a National Association of Counties (NACo)
 15 Transportation Award for Innovation on July 12, 2019, in Clark County, Nevada.

BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$ 919,952	\$	\$ 919,952	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Workforce Development, Aging and Community Services (WDACS) Department, APS Programs & Planning New Freedom Transportation 3333 Wilshire Blvd, Suite 400, Los Angeles, CA 90010		TELEPHONE NUMBER (213) 738-2600
PROGRAM MANAGER’S NAME Veronica Sigala – Program Manager		TELEPHONE NUMBER (213) 910-1662 EMAIL Vsigala@wdacs.lacounty.gov
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER’S NAME) Stephanie Maxberry 	DATE 6-27-19	TELEPHONE NUMBER (213) 738-2015 EMAIL SMaxberry@wdacs.lacounty.gov
DEPARTMENT HEAD’S NAME AND SIGNATURE Otto Solórzano 	DATE 6-27-19	TELEPHONE NUMBER (213) 737-2617

Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
“Empowering Innovative Solutions”

2019 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: NEW FREEDOM TRANSPORTATION

1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project to the County. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and specify assessment time frame. Use Arial 12 point font.

Challenge

Los Angeles County public transportation provides much needed transportation service to individuals who are unable or prefer not to drive to destinations that are an integral part of their lives. Due to the County's size, both geographically and populace, there are significant gaps in service to which these programs provide transportation. As such, the Workforce Development, Aging and Community Services (WDACS) Department determined that there was a critical need to address some of these gaps in a way that offers alternative transportation options to individuals with disabilities, dependent adults and the aging population of Los Angeles County.

Solution

New Freedom Transportation Programs target the coordination and provision of non-fixed route transportation services to disabled adults, and very frail elderly that go beyond the requirements of the Americans with Disabilities Act (ADA). These programs improve the quality of life by helping residents age in the community more effectively, while increasing their community engagement, at no cost to them. New Freedom Transportation provides mobility management services within each of the five Supervisorial Districts. WDACS received grant funds totaling over \$1,500,000 from the U.S. Department of Transportation Federal Transit Authority (FTA) for the various New Freedom Transportation programs, administered by the Los Angeles Metropolitan Transportation Authority (LACMTA). The WDACS New Freedom Transportation programs includes: 1. Volunteer Driver Mileage Reimbursement (VDMR), in which eligible clients select anyone they trust as a volunteer driver, such as a caregiver, neighbor, family member or friend; 2. Taxicab Service Provider (TSP), in which individuals can take a maximum of four (4) one-way trips or 40 miles per month, whichever comes first; and 3. Door Assistance Transportation Program (DATP), for clients with or without significant mobility limitations who are offered door-to-door or door-through-door assistance by the driver. New Freedom participants can use any of the programs within Los Angeles County to travel to destinations including: medical, therapy, personal appointments; grocery stores and other shopping destinations; social and recreational events, worship services and other outings; senior centers and adult day programs; employment, education, and volunteer sites.

Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
“Empowering Innovative Solutions”

2019 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: NEW FREEDOM TRANSPORTATION

Use Arial 12 point font.

Benefits

New Freedom is unprecedented in its combination of services available to older adults, providing options which have never been as specifically applicable to individual clients' needs. In addition, New Freedom is beneficial in that it is innovative in its multidisciplinary approach to the administration of these services, in which a Los Angeles County department - WDACS, LACMTA, transportation services contractors (ASC Cooperative and Ambiance Transportation), and a payment processing contractor (Independent Living Partnership) all play an integral part. New Freedom programs have provided transportation services to a total of 1,664 clients (639 through VDMR, 973 through TSP, and 52 through DATP - including some repeat clients across programs), amounting to over 75,000 rides. As a result, those individuals whose transportation options were limited have greatly benefited from New Freedom Transportation programs. Additionally, through New Freedom's toll-free hot-line (888) 863-7411, Los Angeles County residents have access to friendly and informed Regional Mobility Coordinators who can assist them with all types of transportation concerns, including but not limited to application process assistance, complaint resolution, and program selection.

An additional benefit that will be generated by the innovation of the New Freedom Transportation program is the spotlight recognition the County will receive at the National Association of Counties' (NACo) 84th Annual Conference & Exposition in Clark County, Nevada (July 12-15, 2019). In the press release and national article featuring the winners of the achievement awards, which included WDACS New Freedom Transportation, the NACo President, Greg Cox, stated, "Counties implement innovative programs that enhance residents' quality of life every day. This year's Achievement Award-Winning Programs demonstrate how counties build healthy, safe, and vibrant communities across America."



Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
“Empowering Innovative Solutions”

2019 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: NEW FREEDOM TRANSPORTATION

Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

The New Freedom Transportation programs directly address three of the goals identified in the 2016-2021 County of Los Angeles Strategic Plan.

1. Goal I. Make Investments that Transform Lives; Strategy I.2.7 Enhance Our Delivery of Comprehensive Interventions, Plan for Age-Friendly Communities for Older Adults

New Freedom meets the objectives and strategies identified in Goal I by responding to the complex transportation challenges that our growing older adult population face. These programs expand transportation services from a one-size-fits-all model to an individualized service that matches the mobility needs of an aging adult to the transportation service that best meets their specific needs; thus addressing service gaps and increasing self-sufficiency for our aging population.

2. Goal II. Foster Vibrant and Resilient Communities; Strategy II.2.2 Support Wellness of our Communities, Expand Access to Recreational and Cultural Opportunities

By providing individuals with disabilities, dependent adults, and the aging population in unincorporated and high-need areas, with specialized transportation to all types of destination such as museums, recreational facilities, libraries, and theaters, New Freedom enhances social cohesion, increases mental health, and supports a higher quality of life for these communities.

3. Goal II. Foster Vibrant and Resilient Communities; Strategy II.2.4 Support Wellness of our Communities, Promote Active and Healthy Lifestyles

New Freedom Transportation supports wellness and active lifestyles for underserved populations within the County by providing transportation access to medical appointments, community centers, and places of worship; thus encouraging older adults to safely explore their County and become an integral part of building strong intergenerational communities.

Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
“Empowering Innovative Solutions”

2019 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: NEW FREEDOM TRANSPORTATION

COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$ 919,952	\$	\$ 919,952	<input checked="" type="checkbox"/>

ANNUAL= 12 MONTHS ONLY

New Freedom Transportation			
FY2018-2019 Expenditures	Unit Code	Unit Name	Total
Direct Salaries, Benefits and Overhead	26742	New Freedom Initiative Grant Program Activities	\$398,149
Administration Direct Cost and Overhead	26773	New Freedom Initiative Grant Admin Activities	\$51,639
Volunteer Driver Mileage Reimbursement Program	26743	New Freedom Initiative Grant	\$305,672
Taxi Service Program	26743	New Freedom Initiative Grant	\$164,492
Total Claimed to MTA (Actual/Estimated Annual Cost Savings to WDACS):			\$919,952
Net County Cost:			\$181,142
TOTAL FY 2018-19 New Freedom Cost:			\$1,101,094

The fiscal year (FY) 2018-2019 New Freedom Transportation Actual/Estimated Annual Cost Savings for County of Los Angeles is \$919,952 in total. The total savings related to New Freedom programs is generated directly from the off-set of County Net Costs that are paid by the MTA for a portion of employee salaries, benefits, and overhead, as well as internal administrative costs and overhead and service provider costs and fees for transportation services. Without the funding provided by the MTA to support New Freedom Transportation programs the County would have to pay these costs out of their annual budget or close the programs.

Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
“Empowering Innovative Solutions”

2019 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: NEW FREEDOM TRANSPORTATION

FOR COLLABORATING DEPARTMENTS ONLY

(For single department submissions, do not include this page)

DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____