ITS Role

ITS is the Wheels on the UWR Coordination Wagon
Transformation of Human Service Care Systems Philosophy-1990s

- Institutional Care to Community Mainstreaming & Independence
- Low Income – Welfare to Work
- Persons with Disabilities – Mainstreaming A Civil Right (ADA & Olmstead Decision)
- Older Americans – Aging In Place
- Medical Care-Preventive Health Care/Outpatient Service
Transportation: A Critical Key to Success

☐ Can’t participate in community life, if you can’t get around your community.
62 federal programs fund transportation for the transportation-disadvantaged:

- HHS: 23
- Labor: 15
- Education: 10
- DOT: 6
- Other: 8

GAO Report-June 2003
Transportation Disadvantaged
The Challenge
The Problems

- Service Duplication & Inefficiencies
- High cost and underutilized capacity
- Service Gaps & Unmet Needs
- Confused customers and providers
Specific Requirements of President’s Executive Order

- Identify Federal statutory and regulatory duplications and barriers to human service transportation coordination
- Simplify customer access to transportation services
- Enhance cost effectiveness of service delivery
- Reduce duplication of transportation services
- Identify useful practices in coordinating human service transportation
Cabinet-Level
Federal Coordinating Council on Access and Mobility

Executive Council – Political/SES Level

Policy, Research, Education, Emergency

WORKGROUPS
CCAM Recommendations – Report to the President

☐ Coordinated Planning Policy
☐ Vehicle Sharing Policy
☐ Cost Allocation Principles
☐ Reporting and Evaluation
☐ Consolidated Access Demonstration
CCAM Performance Goals

- Increase the number of rides for the same or fewer assets
- Simplify access
- Increase customer satisfaction
Goal 1: More rides for target populations for the same or fewer assets
Coordinated Plans & Planning Partnerships

- Interagency CCAM Policy on Coordinated Planning
- SAFETEA-LU Requirements
- Planning Partnerships (Transportation, Human Service/Workforce Service Networks, Local Officials, Advocates, Consumers)
The Coordinated Public Transit-Human Services Transportation Plan

The Planning Vision

- New Partnerships
- Beyond the Silos
- Stakeholder Driven
The Coordinated Public Transit-Human Services Transportation Plan

Elements of Plan

- An assessment of available services
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes.
- Strategies, activities and/or projects to address the identified gaps.
- Strategies, activities and/or projects to improve efficiencies in existing human service transportation delivery.
- Priorities for implementation based on resources, time, and feasibility.
The Coordinated Public Transit-Human Services Transportation Plan

Stakeholders

- Public, Private, Non-Profit Transportation Providers
- Public, Private, Non-Profit Human Service Organizations
  - Workforce, human service, aging, health care, education, housing etc.
- Passengers & Advocates (*Persons with Disabilities, Seniors, Low Income Persons*)
- Other
  - Security and Emergency Management
  - Tribal organizations
  - Economic Development
  - Business Community
  - State and Local Officials
  - Faith and Community Based Organizations
The Coordinated Public Transit-Human Services Transportation Plan

Active Stakeholders Participation

☐ Development of the Plan
☐ Adoption of the Plan
☐ Implementation of the Plan
The Coordinated Public Transit-Human Services Transportation Plan

What We Are Hearing—Grumbles

☐ Not enough Juice for the Squeeze
   (Phew this is a lot of work for the money!!)

☐ Where are the other Human Service Agencies

☐ Other Programs Don’t Put Cash on the Table
The Coordinated Public Transit-Human Services Transportation Plan

What We Are Hearing-Wows!

- Great New Partnerships
- Coordination in Service
- Savings
- More and more local commitment - $$$
- Political support
Other CCAM Actions –

- Vehicle Sharing Policy
  - Clarifies Federal Policy on Shared Use
  - Agency vehicles can be used to serve other program customers
  - Other agencies must pay for their rides

- Cost Sharing Principles
  - Under Development
Goal 2: Simplify Access
the vision is...

whether it’s a trip to work, the doctor, shopping, or a place of worship,

it should be as easy as picking up the phone and making one call.
Simplified Access – One Vision, One Call

Consumer with Mobility Needs

U.S. State & Local Government Funds, Policies, and Regulations

Funding Agencies

Transportation Service Providers

One Call
Goal 3: Increase Customer Satisfaction Through Mobility Management
Mobility Management - Family of Services

Variety of Transportation Services
Mobility Management

**DEFINITION:**

Mobility Management is short term planning and management activities to coordinate transportation service modes & providers to meet customer needs.
Mobility Management

**TYPES:**

- **POLICY**
  - DEVELOP COORDINATED PLANS
  - DEVELOP LOCAL PARTNERSHIPS
  - ADDRESS INSTITUTIONAL ISSUES

- **OPERATIONAL SERVICE BROKERS**
  - PROVIDES RIDES
  - CONNECTS CUSTOMERS, TRANSPORTATION, & FUNDING AGENCIES

- **CUSTOMER TRAVEL AGENTS**
  - TRAVEL TRAINING
  - DEVELOPS INDIVIDUALIZED TRIP PLANS
  - WORKS WITH CASE WORKERS
## Mobility Management

**CAPITAL EXPENSE in FTA Programs**

- ✔ **Support for short term management activities**
- ✔ **Travel training, trip planning, and travel navigators activities for customers**
- ✔ **The support of State and local coordination policy bodies and councils**
- ✔ **The development and operation of one-stop transportation traveler call centers**
- ✔ **The operation of transportation brokerages**
- ✔ **Operational planning for the acquisition of intelligent transportation technologies**
Mobility Management Initiatives:

- Mobility Management Activities Eligible FTA Funding Expense -80/20
- Non-DOT Federal Matching Funds Can Be Used for the Local Match
- State United We Rides Grants (Building Mobility Management Transportation Capacity in Human Service, Workforce, Aging, Health Care, Education Networks. Grants- $300k)
- Easter Seals Human Service Network Strategic Plan
ITS Role in Achieving UWR Goals

ITS is the Wheels on the UWR Coordination Wagon
ITS Role

- ITS is an enabler to facilitate coordination and enhance accessibility

Human Service Administration/Funding Agencies

All Users

Human Service Transportation Service Providers
ITS Role (continued)

ITS supports:

1. Integrated point of access for traveler support
2. Improved fleet scheduling, dispatching, routing
3. Streamlined reporting, billing and financial transaction
4. Simplified fare payment, collection and processing
5. Enhanced traveler information and travel management flexibility with accessibility features
6. Service integration with existing fixed (flex) route public transportation services
What’s New???

- UWR National Leadership Awards
- UWR State/Tribal Mobility Management Grants
- Policy Vetting Process
THANK YOU

www.unitedweride.gov