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
- Health 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: 8
- DOT: 6
- Other: 10
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 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
Federal Coordinating Council on Access and Mobility

Cabinet-Level

Executive Council – Political/SES Level

WORKGROUPS

Policy  Research  Education  Emergency
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
What We Are Doing to Achieve Results

☐ Establishing a Coordinated Planning Process

☐ Promoting One Call Centers to Simply Access for Customer

☐ Create a New Mobility Management Transportation Coordination Infrastructure
Goal 1: Locally Coordinated Human Service Planning Process
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

Active Stakeholders Participation

- Development of the Plan
- Adoption of the Plan
- Implementation of the Plan
Results to Date

- In 2008, over 70% of the places with transit developed a coordinated plan.
- Transit agencies and MPO’s generally took the lead in developing 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
Goal 2: Simplify Access-One Call Centers
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.
One Call Centers
Results to Date

- United We Ride Ambassador informal survey results
- Identified 62% of states had one call centers either planned or implemented in either an urbanized or rural area.
Action Objective 3: Establishing the Mobility Management Coordination Infrastructure
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
- The support of State and local coordination policy bodies and councils
- The operation of transportation brokerages
- Travel training, trip planning, and travel navigators activities for customers
- The development and operation of one-stop transportation traveler call centers
- 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
- APTA Mobility Management Strategic Plan
Mobility Management --
Results to Date

☐ United We Ride Ambassador informal survey

☐ Identified 350 mobility managers.

☐ Wisconsin---State has created 52 mobility managers.
Status – CCAM Actions

- UWR National Leadership Awards
- UWR State/Tribal Mobility Management Grants
- Cost Sharing/Policy Vetting Process
National Agenda

- Restarting the Economy & Getting People Back to Work
- National Health Care – bending the Cost Curve Downward
- Livability Initiative - Keeping individuals active, happy and productive in their own communities.
THANK YOU

www.unitedweride.gov