PART Travel Management Coordination Center

Paducah Area Transit Model Deployment Paducah, KY
Gwo Wei said to *keep this exciting after a big lunch and the ice cream social!*
“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it’s the only thing that ever has.”

–Margaret Mead (1901–1978)
American cultural anthropologist
PART – Mission Statement

“to provide customers with a single point of access to receive regional transportation, human services and community information facilitating greater personal mobility for all individuals in the Purchase Area region.”
Western Kentucky’s Purchase Area Region
PART Provider Locations

- Easter Seals WKY, Paducah, KY
- PATS, Paducah, KY
- Fulton Co. Transit, Fulton, KY
- Murray-Calloway Co. Transit, Murray, KY

The Jackson Purchase Region of Western Kentucky
PART Member Agencies

**Paducah Area Transit:** Provides human service, fixed route, and rural public transportation - 556,298 passenger trips

**Fulton Co. Transit:** Provides human service and rural public transportation – 79,560 passenger trips
PART Member Agencies

Murray-Calloway Co. Transit: Provides human service, university, and rural public transportation – 64,629 passenger trips

Easter Seals West Kentucky: Provides human service transportation (Easter Seals programs and Medicaid provider)
“A journey of a thousand miles must begin with a single step.”

– Lao Tzu (604 BC – 531 BC)
Chinese philosopher
PART TMCC - ITS Initiative

- Increased transportation system service hours
  4:00am-midnight PLUS 24 hrs/7 days with IVR

- Improved service efficiency & effectiveness
  MDCs, Rangers, AVL, IVR, GIS, Kiosks, Telephony & Software - lower operating costs and improve scheduling, dispatching, verifying, billing and reporting. Ability to manage vehicles and staff resources.

- Enhanced Public Information
  Transportation information, Ky 511, Ky Relay TTY
PART TMCC - ITS Initiative

- Facilitate seamless regional transportation
  
  *Providing more transportation options to customer*

- Single point of transportation access for information & services
  
  “One call gets it all in Western Kentucky” - website, IVR or CSR

- Enhanced safety and security
  
  ‘Where’s my ride?’ On board cameras & trained drivers
PART TMCC - ITS Benefits

- Provide human services & community information
  *Unemployment, housing, food services, education*

- Coordinate with 911 to reduce non-emergency calls
  *Decreases cost to government*

- Expand service coverage to meet unmet need
  *Ability to get to work, school, doctor and general needs*
Murray-Calloway Co. Transit: Transportation for college students in our region to secondary education and work.

Easter Seals West Kentucky: Provides additional transportation for adult clients to work, school and medical appointments.
PART – ITS Connections

Paducah Area Transit: Creation of new Contract for Services and working relationship with federal CAMM agencies.

Fulton Co. Transit: Provides much needed transportation to those with unmet needs.
PART TMCC VIDEO

Purchase Area PART Regional Transit

One Call Gets It All In Western KY
TMCC Observations

- Can never have enough *promotion and customer education*
- Use riders as *volunteer advocates* for your Call Center
- Promote TMCC as an *Economic Development tool*
- Use *ad hoc reports* for accountability to public and private funding agencies and media
- *Must have “buy in”* from management to drivers
- *Communicate, communicate, communicate!*
Our work continues ....

- Identify federal funding sources who offer transportation assistance
- Secure additional ‘Contract for Services’
- Continue to look for ways to coordinate transportation
- Continue to look for partnerships & stakeholders
- Evaluate and plan for the future!
“If you stay ready, you ain’t gotta get ready.”

–Will Smith (1968 – )
American producer, actor, music artist
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