

Mobility Services for All Americans Initiative

ITS JPO Lead: Yehuda Gross

Technical Lead: Brian Cronin/William
Wiggins, FTA APTS Division

Challenge

- 62 Federal programs fund human service transportation:
 - ◆ Overlapping, fragmented, and unavailable transportation services
 - ◆ Inadequate customer service
- Transportation service providers experience:
 - ◆ High costs
 - ◆ Limited revenues
 - ◆ Underutilized vehicle capacity

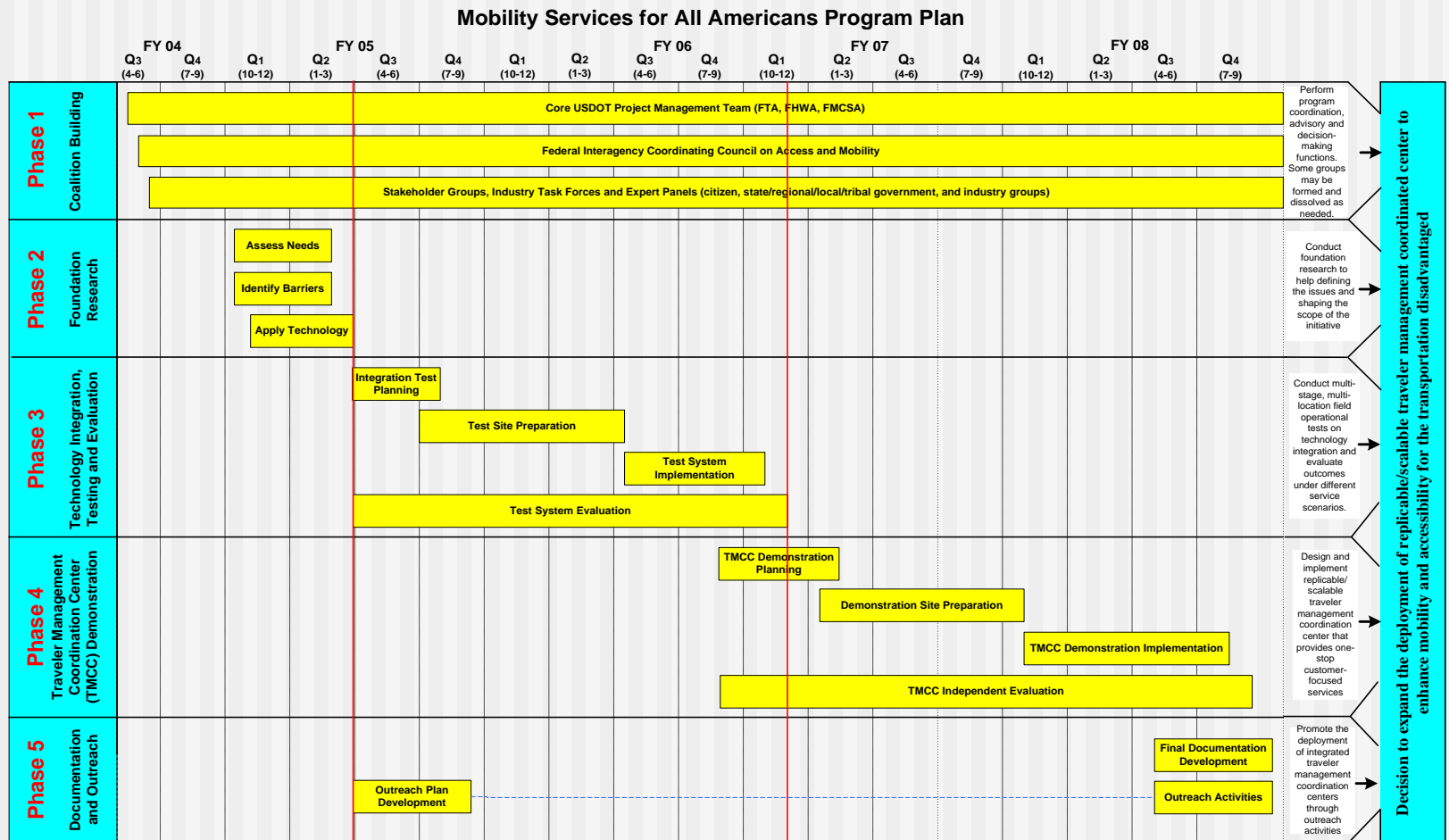
Opportunity

- Federal Interagency United We Ride Initiative
- Presidential Executive Order on Human Service Transportation Coordination
- Several Past and Current USDOT ITS Activities
- Existing and Proven Technologies to Enhance Transportation Accessibility and Service Coordination

Milestone/End Product

- Replicable/Scalable Traveler Management Coordination Center (TMCC) that provides one-stop, unified, customer-based travel information and trip planning services, and supports coordinated human service transportation operations.

Roadmap



Mobility Services for All Americans Initiative

Program Plan/Approach

- The Initiative consists of five phases
 - ◆ Phase 1: Coalition Building
 - ◆ Phase 2: Foundation Research
 - ◆ Phase 3: Technology Integration Field Operational Tests and Evaluations
 - ◆ Phase 4: Traveler Management Coordination Center Model Deployment
 - ◆ Phase 5: Technology Transfer and Outreach
- Duration of Initiative
 - ◆ FY04-FY08

Phase 1: Coalition Building

- Goal: Facilitate inter-agency coordination and cooperation, and promote knowledge and information sharing between transportation and ITS and human services communities.
 - ◆ Actions:
 - Establish Three Levels of Coalition Building
 - Core USDOT intermodal team
 - Federal interagency coordinating council
 - Stakeholder advisory/working groups

Phase 2: Foundation Research

- Goal: Integrate knowledge across disciplines; provide an information repository; and establish the baseline for performance measurement.
 - ◆ Actions:
 - Identify needs, gaps and barriers in current human service transportation practice
 - Inventory past and existing human service transportation-related projects, and note-worthy state and local business models and initiatives
 - Assess and prioritize technologies based on their abilities to address the needs/gaps and barriers, and their readiness for widespread deployment
 - Go/No-go decision point

Phase 3: Technology Integration Field Operational Tests

- Goal: Allow intermediate advances and assessment of technologies for human service transportation coordination under different operating environments and scenarios.
 - ◆ Actions:
 - Plan, prepare and implement up to three field operational test sites
 - Conduct independent test evaluations
 - Go/No-go decision point

Phase 4: Model Deployment

- Goal: Create a replicable/scalable model of traveler management coordination center (TMCC) that provides one-stop, customer-based travel services, and supports coordinated human service transportation operations
 - ◆ Actions:
 - Plan, prepare and implement a TMCC demonstration
 - Conduct an independent TMCC demonstration evaluation

Phase 5: Technology Transfer and Outreach

- Goal: Promote a widespread practice of human service transportation coordination through well designed and articulated outreach and professional capacity building activities.
 - ◆ Actions:
 - Develop technology transfer and outreach plans
 - Perform technology transfer and outreach activities so that more people can enjoy the benefits of enhanced accessibility and mobility.

Summary

- **Three Levels of Coalition Building**
 - ◆ Core USDOT Intermodal Team
 - ◆ Federal Interagency Coordinating Council
 - ◆ Stakeholder Advisory/Working Groups
- **Five-phase Approach**
 - ◆ Coalition Building
 - ◆ Foundation Research
 - ◆ Technology Integration, Testing and Evaluation
 - ◆ Replicable/Scalable Traveler Management Coordination Center Demonstration
 - ◆ Technology Transfer and Outreach
- **One Outcome**
 - ◆ Enhanced mobility and accessibility through technology integration and service coordination with efficient use of resources