Mobility Services for All Americans Initiative

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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.
## Mobility Services for All Americans Initiative

### Roadmap

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### Details

- **Core USDOT Project Management Team:** FTA, FHWA, FMCSA
- **Federal Interagency Coordinating Council on Access and Mobility**
- **Stakeholder Groups, Industry Task Forces and Expert Panels:** citizen, state/regional/local/tribal government, and industry groups

**Assess Needs**
- Conduct foundation research to help defining the issues and shaping the scope of the initiative

**Identify Barriers**
- Conduct multi-stage, multi-location field operational tests on technology integration and evaluate outcomes under different service scenarios.

**Apply Technology**
- Design and implement replicable/scalable traveler management coordination center that provides one-stop customer-focused services.

**Decision to expand the deployment of replicable/scalable traveler management coordination centers to enhance mobility and accessibility for the transportation disadvantaged**

**Perform program coordination, advisory and decision-making functions, some groups may be formed and dissolved as needed.**

- **Outreach Plan Development**
- **Final Documentation Development**
- **Outreach Activities**

**Outreach Plan Development**
- Promote the deployment of integrated traveler management coordination centers through outreach activities.
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