Mobility Services for All Americans: Unmet Mobility Needs and ITS Solutions

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Presentation Outline

- Human service transportation challenges
- Federal initiatives
- ITS Solutions
- Findings
Challenges

- Medicaid Program
- Substance Abuse Mental Health
- Health Resources & Services
- Head Start
- Centers for Independent Living
- Rehabilitation Services Administration
- Office of Special Education Programs
- Office of Disability Employment Policy
- Employment Training Agency
- National Highway Traffic Safety Administration
- Departmental Office of Civil Rights
- Office of the Secretary
- Urbanized Grant Program
- Federal Transit Administration
- Assistant Secretary for Transportation Policy
- Temporary Assistance for Needy Families
- Family Assistance
- Children & Families
- Medicare & Medicaid Svcs
- Office of the Secretary
- Community Services
- Child Care Bureau
- Social Services Block Grant
- Aging
- Special Ed Transportation
- Rural Transit Operators
- Area Agency on Aging
- Private Paratransit
- Office of Disability Employment Policy
- Federal Agencies & Grant $
- State Governors & Cabinet Secretaries
- Local Government
- Education
- Health Care
- Employment
- Family
- Education
- Shopping
- Recreation
- Independence
- Medical Transit Provider
- Private Taxi
- Head Start
- ADA Paratransit
- Transit Pass
- Local Transportation Authority
- National Highway Traffic Safety Administration
- Federal Transit Administration
- Assistant Secretary for Transportation Policy
- Job Access & Reverse Commute Program
- Rural Grant Program
- Head Start
- Urbanized Grant Program
- Disability Program
- Elderly
- Medical
- Disabilty Service Provider
- Local Transportation Authority
- Local Government
- Faith Based Transit
- Family
- Education
- Employment
- Shopping
- Recreation
- Independence
- Medical
- Transporation
- Local Government
- State Governors & Cabinet Secretaries
- Federal Agencies & Grant $
The Results

- Poor quality of transportation service
- Confusing customers and providers
- High cost and underutilized capacity
Two USDOT-led Initiatives

- United We Ride (UWR)
- Mobility Services for All Americans (MSAA)
United We Ride

- 11 federal departmental partners
- Five interim areas of focus
Mobility Services for All Americans

- Goal - better service with less $$$
- Vision - single point of access for all
- ITS focused
ITS Role

- ITS is an enabler to facilitate coordination and enhance accessibility
From Technology Perspective

Technology deployment sequencing

Level of system integration

Just getting started
Moving forward
Almost there
What Have We Done

Finding the pieces
Unexpected real-time travel (mobility) needs

Affecting all TD population

Barriers facing customers
24 - 48 hr advanced reservations required

Unmet mobility needs

ITS enhanced customer service
Real-time reservations (Internet/IVR)
Automated call-back (confirmation)

Barriers facing providers/brokers
Manual scheduling, dispatching & routing
Inability to track/manage fleet in real time

Inefficient operations

ITS enhanced operations
AVL/MDT
Automated scheduling and dispatching
Advanced communication systems

Example
Findings

- Most applicable ITS technologies
  - Proven with wide deployment
  - More fixed-route applications
  - Largely fleet management focused

- More stakeholder outreach and technical assistance needed

- ITS Architecture and related standards

- Key non-ITS factors
Field Evidence

- Logical phasing of ITS deployment for greater benefits
- Characteristics of users and operations impact technology effectiveness
- Training and technical assistance
- Initiative has catalyzed private industry activities
Based on these Findings... ...

- **Adopt two-phase approach**
  - Model system design
  - Model system deployment

- **System design includes:**
  - Establish public-private partnership
  - Make necessary institutional arrangements
  - Complete local coordinated transportation model designs
Thank You

Questions and Discussions

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