MOBILITY MANAGEMENT
MM Concept

- Multiple Providers - Partners
- Service Advocate
- Mobility Management Functions
  - Service Development
  - System Management

- FOCUS ON THE CUSTOMER
Characteristics of MM

- An obsession with the customer
- Utilization of ALL resources
- Providing customer access to resources
- Disaggregated vs. aggregated
TCRP Report #97

A Guide to Fundamental Change in Local Public Transportation Organizations
TCRP Report #97

- Six Dimensions of Fundamental Change
  - Mission Shift
  - Focus on the Customer
  - Collaboration
  - Integration
  - Information Technology
  - Organizational Structure Change
SERVICE DEVELOPMENT

- Ride Sharing
- Vouchers
- Travel Training
- Tele-commuting
- Fixed Route
- Route deviation
Where is it working?

- Florida CTC
- Washington State
- Albany, NY
- Colfax, Washington
- Harrisburg, IL
- Buffalo, NY CTE
Where is it working?

LSCOG
Innovative Programs

- Florida
  - Statutory Chapter 427
  - LCB/CTC
  - All 67 Counties Participate
  - Seven State Agencies
  - 8 Members at Large (e.g., citizens, private for-profit)
Innovative Programs

- Washington State
  - 13 Medical Transportation Districts
  - Brokers receive an administrative fee, and providers are paid by the State
  - Utilize different delivery systems
  - Medicaid: 33% bus pass; 25% taxi; 18% volunteer
Innovative Programs

● COAST: Colfax, Washington
  - 23,000 square miles, 9 counties, and 2 states
  - General public and specialized transit, information and dispatch center, volunteer escorts, vehicle loans, insurance pool, training broker, and school transportation
  - Direct service provider plus broker
  - Community Vehicle Program (volunteer operators)
  - Lead agency for vehicle acquisition
Innovative Programs

- RIDES Mass Transit: Harrisburg, IL
  - 9 counties in southern Illinois and 3,400 square miles
  - General public and specialized transit; first rural mass transit district in Illinois
  - 70 agency partners: RIDES provides drivers, training, maintenance, gas, and insurance
  - Local decisions relative to services
  - Substantial economic development impacts on localities
Mobility Management

- Capital Expense
- 80-20
- Match with other non-DOT Federal money
Mobility Management

- 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 transp. call centers
- Operational planning for the acquisition of IT technologies
Section 5317 - New Freedom

- “NEW” and “BEYOND” the ADA

- New “feeder” service = transit service that provides access TO...
  - ...commuter rail
  - ...commuter bus
  - ...intercity rail
  - ...intercity bus stations

- Access to transit services where complementary paratransit is not required under the ADA.
Section 5317 - New Freedom

- **Environmental Modifications**
- New and beyond what is required in ADA
- Enhancements including signage, curb cuts, technologies to enhance customer access

**NOTE:** Not included in a plan prior to August 10, 2005 (SAFETEA-LU)
Section 5317 - New Freedom

- **Acquisition of vehicles and equipment**
  - Acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600 lb design load;
  - Acquisition of heavier-duty vehicles for paratransit and/or demand-response service;
  - Labor costs of aides to help drivers assist passengers with oversized wheelchairs
  - Installation of additional securement locations in public buses beyond what is required by the ADA.
Section 5317 - New Freedom

- PARATRANSIT:
  - Expanded Hours for Paratransit
  - Expanded Routes for Paratransit
  - New Paratransit Beyond ¾ mile
  - Same Day Service
  - New Door To Door policy (system wide)
  - Door THROUGH Door
Section 5317 - New Freedom

- Accessible Taxi
- Administration of Vouchers
- Administration of Volunteer Programs
- Travel Training
- Mobility Management
Resources

www.unitedweride.gov

Useful Practices – type in Mobility Management in search box

Mobility Management

Resources - four UWR brochures – one of which is MM