

MOBILITY MANAGEMENT

MCLARY 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 $\frac{3}{4}$ 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