Mobility Services for All Americans

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Outline

• Mobility Management Challenges
• Mobility Services for All Americans (MSAA) Initiative
• Travel Management Coordination Centers (TMCC) Concept and Demonstration
• Lessons Learned
Challenges
One Integrated Vision

Consumer with Mobility Needs

U.S. State & Local Government Funds, Policies, and Regulations

Funding Agencies

Transportation Service Providers

One Call

- Employment
- Independence
- Health Care
- Family
- Education
- Recreation

- Private Taxi
- ADA Paratransit
- Medical Transit Provider
- Public Transit Authority
- Transit Pass
- Agency on Aging
- Head Start
- Disability Service Provider

- Education
- Interior
- Social Security
- Labor
- HHS
- Agriculture
- Veterans Affairs
- Housing
**MSAA Initiative**

- A major USDOT ITS initiative
- Collaboration with UWR initiative
- **UWR/MSAA joint demonstration of** scalable and replicable **Travel Management Coordination Centers** (TMCC) that
  - Simplified point of access
  - Comprehensive set of services
  - Utilizing ITS
UWR/MSAA Joint Demonstration

- Two-phased Approach
  - Phase 1: TMCC system design
  - Phase 2: TMCC system deployment  
  UWR – the WHAT

- Two independent evaluations
  - Institutional process evaluation
  - Systems impacts evaluation  
  MSAA – the HOW
**TMCC Demonstration Structure and Status**

**TMCC Phase 1 System**
- Design
  - Completed 2008

**TMCC Phase 2**
- Model部署
  - Kicked-off March 2009
  - Completion Summer 2010
  - 3 Project Locations
    - Aiken, SC
    - Camden County, NJ
    - Paducah, KY

**TMCC Phased Implementation**
- Summer 2009 kick-off
- 4 Project Locations
  - Fitchburg, MA
  - Kent, OH
  - Louisville, KY
  - Orlando, FL
TMCC Demonstration Sites

- Camden, NJ
- Kent, OH
- Fitchburg, MA
- Paducah, KY
- Louisville, KY
- Aiken, SC
- Orlando, FL
- Paducah, KY

- TMCC Model Deployment Sites
- TMCC Phased Implementation Sites
Customer-focused TMCC

- Detailed service information (availability, fare, etc.)
- Vehicle arrival/departure information
- Scheduling transportation (eligibility, etc.)
- Safety and security (inclement weather, etc.)
- Fare payment information
- Interface with existing resources (211/511, etc.)
Common ITS Usage

- Database interface/integration
- Reservation/eligibility systems
- Routing/scheduling/dispatching systems
- Automatic vehicle location/geographic information systems
- Mobile data computer
- Interactive pre-trip and en-route traveler information
- Interactive voice response (for customer service and reservation)
- Electronic fare payment media and collection
TMCC System Design – a Consolidated View

One Stop / No Wrong Doors

Virtual / Physical

Vehicle Sharing

Traveler

Wireless Communications

TMCC

Human Service Funding Agencies

Walk in

IVR

Transparant to travelers

Transparant to travelers

Mobility Services
**TMCC Design Lessons Learned**

- A truly multi-stakeholder collaborative effort
- Stakeholder outreach and participation (federal, state & local)
  - Initiating a dialogue where none previously existed
  - Better relationships with other similar agencies
  - Transportation agencies better understanding unmet mobility needs
  - Human service agencies realizing the potential of TMCC
- Systems Engineering/Structured Approach
  - New and unfamiliar concept for designing the TMCC
  - May benefit from technical consultants to help with the design process
  - Remain flexible because institutional issues continue to evolve throughout the project
How to Participate and Stay Informed

- Contact industry resources such as APTA, CTAA & ESPA
- Visit UWR/MSAA websites
- [www.msaa-tmcc.org](http://www.msaa-tmcc.org) community website
- Utilize ITS professional capacity building resources
- Communicate directly with UWR/MSAA staff
Thank You

Questions and Discussions

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