Leveraging Resources through Mobility Management Systems

Module 8

Module 8: Leveraging Resources through Mobility Management Systems

Learning Objectives:

- Define the concepts of mobility management and coordinated transportation systems

- Understand the distinctions between mobility management and travel training

- Learn ways to identify and leverage resources through mobility management systems in your community

- Identify ways to link school resources with coordinated transportation systems

Although many gains have been made in transportation coordination, the need remains to reach out to people with disabilities to incorporate their wisdom and experiences into the planning process at all levels – national, state, and local. (Project ACTION, 2009).

Community Transportation

- Community and human services organization may also provide transportation services to particular groups of people, such as people with disabilities, older adults, and Veterans

- Sometimes these services are fragmented and inefficient, making it difficult for people to get needed transportation

- Mobility management and coordinated transportation systems are two ways to address this fragmentation

Mobility Management Defined

Mobility management is an approach to transportation service development and management that focuses on individualized customer markets and involves establishing a variety of services tailored to meet the needs of those markets. A mobility manager is someone who understands the needs of individuals who need transportation, such as people with disabilities and seniors, and helps connect these riders with transportation resources in their community

Mobility Management

- Mobility management systems exist across a community and may provide educators with increased access to transportation resources, although not every community has a well-defined mobility management system.

- This module is intended to provide educators and human services professionals ways that they can leverage these resources

- The legislation that supports mobility management is described to provide a background on why this is important

Mobility Management

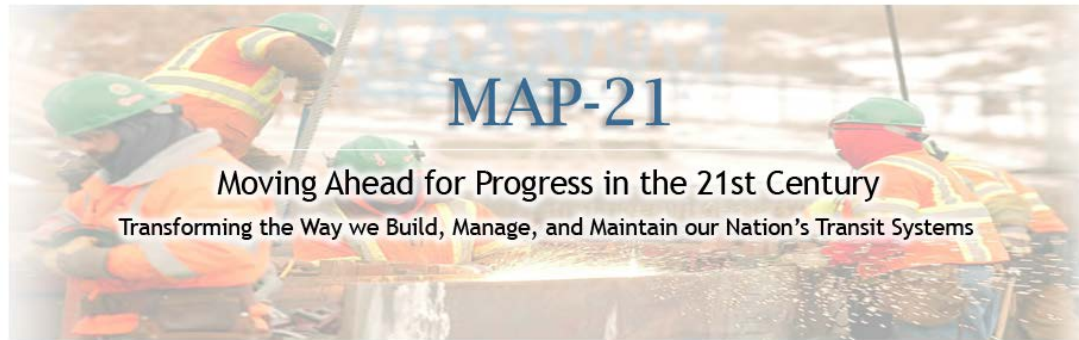Elements of person-directed mobility management include:

- Identifying needed services and transportation needed to access those services

- Assessing community transportation resources

- Assessing the individual's ability to use those resources

- Filling transportation service or information gaps so that individuals can find out about community transportation resources

- Providing agencies and individuals with information and training materials on local transportation and how to use those local transportation services

Mobility management necessitates the engagement of a variety of human services

The Role of a Mobility Manager

- Learn about the transportation resources available

- Understand the needs of various transportation users such as people with disabilities and older adults

- Match people who need rides and services with the organizations that provide the service

Mobility managers are coordinators of transportation within their communities—they may not directly provide transportation services

MAP-21

Moving Ahead for Progress in the 21st Century

Transforming the Way we Build, Manage, and Maintain our Nation's Transit Systems

Learn about MAP-21, the Federal Legislation that Requires Coordination of Transportation Resources

Coordinated Transportation System

- Systems in which the participating agencies, programs and organizations undertake collective and individual actions to reduce duplication among human service transportation services, increase the efficient delivery of such services and expand transportation access for older individuals, people with disabilities, people with low-income, children and other disadvantaged populations within their own communities

Educators and Human Service Professionals Can Learn About Mobility Management & Coordinated Transportation Systems in your Community

- Check with your state department of transportation

- Check with your local transit provider

- Check the national organization, Community Transportation Association

Example of State Mobility Management Networks

- Massachusetts
  - State Dept. of Transportation, Human Services Transportation Office

    http://www.mass.gov/eohhs/provider/guidelines-resources/services-planning/hst/mobility-manage/mobility-management-overview.html

- Wisconsin
  - Link to WI Presentation on Mobility Management

How Can Educators Connect with Mobility Management Systems?

- Find out about grant programs through which your school may participate and collaborate with mobility managers

- Learn about whether your students can access any of the transportation services provided by participants in the mobility management-coordinated transportation system

- Attend meetings, meet people, join transportation committees

- Use resources offered by mobility managers to orient students to transportation options

- Invite mobility managers into your school

National Mobility Management Resources

- National Center for Mobility Management
  - http://nationalcenterformobilitymanagement.org/

Distinctions Between Mobility Management and Travel Training

Mobility Management	Travel Training
• Identifies available community transportation options as well as gaps in transportation availability	• Provides education to people with disabilities and seniors on their transportation options
• Brokers conversations between public transportation providers and human services organizations to maximize transportation resources and resolve gap issues	• Provides a one-on-one or group orientation to how to use a system or perform specific tasks to use a system (paying fares, trip planning, etc.)
• Provides education to riders and all stakeholders on transportation resources available in the community	• Provides one-on-one instruction to teach riders a specific trip or help them obtain a general orientation to the available modes of transportation
• Focuses on a variety of transportation options	• Typically focuses on fixed route systems

Discussion Questions

- Think about the kinds of resources you will need to implement transportation education, can you identify potential supports that already exist within your school or organization?

- Are you aware of organizations in your community that can support your transportation education program?

Learning Activity

- Use local or national resources to identify the mobility management or coordinated transportation systems in your community.

- Are there partners in your community who can support your work?

- Identify three ways in which you will leverage resources available through the mobility management system.

Finding Funding to Support Transportation Education and Travel Instruction

Creating Opportunities

- Are there local, state, or regional forums at which transportation issues are addressed (such as those referenced in module 8)?

- Are there opportunities for you to be involved to potentially influence the policies and practices established by these forums?

  - Bring data and stories to these forums to support your position
  - Describe your position including anticipated outcomes

Think About Non-Traditional Sources of Funding

- Federal money, from the US Department of Transportation or US Department of Education can support this work….but, what about….

  – Foundation grants

  – Employer supports (students represent a labor pool for employers)

  – School-transit partnerships

  – Revenue-generating or cost-sharing programs

  – School-human service organization partnerships

  – Vocational rehabilitation

Learning Activity: Identifying Potential Funding Resources

- Review this product developed by a national technical assistance center formerly funded by the US Department of Education. Research some of these sources to identify whether they can support your work.

  – This resource is several years old, but, the ideas are still relevant to identifying resources

Funding Ideas

- **Impact of Recession on Transit.** The American Public Transportation Association has released a report that is designed to provide a national perspective on the extent to which the recession is affecting public transportation agencies and their customers. The results show that a large number of transit agencies are facing service cuts, fare increases, and reductions in staff and benefits due to declining funding. Larger public transportation agencies felt the most severe impacts. [Access Report]

- **Transportation Services for People with Disabilities in Rural and Small Urban Communities**. Presents innovative and effective solutions in meeting transportation needs of people with disabilities in rural and small urban areas and provides numerous case study examples.

- Link to ESPA Report

Funding Ideas

- **TCRP Report 129: Local and Regional Funding Mechanisms for Public Transportation** explores a series of transit funding mechanisms with a primary focus on traditional tax- and fee-based funding; and common business, activity, and related funding sources. The report includes an online regional funding database that provides an extensive list of funding sources that are in use or have the prospect of being used at the local and regional level to support public transportation .

  Access Report

- **TCRP Report RRD- 60**: Characteristics of State Funding for Public Transportation
  A state-by-state overview of sources of funding for public transportation.

  Access Report

- **TCRP Report 144: Sharing the Costs of Human Services**
  This two volume set provides detailed information on issues and potential solutions for identifying and sharing the cost of providing transportation services for access to community-based human services programs.
  - ➢ Volume 1: The Transportation Services Cost Sharing Toolkit looks at cost and service data accounting needs and methods that lead to capturing fully allocated costs and performance measures for providing human service transportation.
  - ➢ Volume 2: The Research Report summarizes all of the study components that contributed to formation of the Toolkit. It includes an extended evaluation of current experience and describes the regulatory environment that frames transportation service delivery requirements.

  Report V1

  Report V2

Urban versus Rural Issues in Travel Training that affect Mobility Management

Urban Issues	Rural Issues

Urban Issues

- Complexity and size of the public transportation system
- Complexity of training safe community skills
  - Busy street crossings, interactions with people in crowded vehicles and/or stops/stations, etc.
- Increased crime/ potential for additional safety concerns

Rural Issues

- Lack of transportation options or resources/gaps in available service
- Frequency of service is reduced
- Pedestrian walkways are less likely to be accessible

Congratulations, you have completed Module 8!

Please take a few minutes and
provide us with feedback

Time to move on to Module 9!