

# Louisville Region: Travel Management Coordination Center

## Coordination



## Transportation



## Technology



**Project Team Leads: TARC & KIPDA**



Coordination • "Centralization" • Sharing resources • Transportation hub services • Links to community design • Expanded services • Include volunteers, church vans, etc. • Identify obstacles to cooperation • Educate the public on choices and benefits to community for public transportation • Mapping needs • Inventory resources • Create a commuter corridor as an example

# TMCC Project Scope

- MPO (KIPDA) & AAA
- Population just over 1 million
- Adjacent counties' population up 10%; Louisville's down 4.8%
- Full build-out could accommodate  
~3500 trips and 1700 customers each month



# TMCC Project Scope: Participation

**Regional Mobility Council** – *Representatives of human service agencies, transportation providers, public officials and consumers*

**Human Services Agencies and Advocacy Groups** - *groups that provide human services needs, advocate for individuals, or provide, or assist their clients with, transportation services.*

**Customers** - *users of public and/or human services transportation*

**Transportation Providers** - *public transit agencies, private providers of public transportation and human service agencies that provide a substantial amount of human services transportation*

**New since Kick-off** : *surrounding county Judge Executive, volunteer organization, Goodwill, Christian Care*



# Stakeholder Participation Approach

**Survey, Focus Groups, Meetings, Interviews**

feedback

**Concept of Operations**

feedback

**Transportation Summit**

feedback

**System Requirements**

feedback

**System Design**

feedback

**Phase 2 Implementation**



# Stakeholder Participation Approach

## **Input obtained through:**

- survey, focus groups, transportation summits, key leader interviews, Regional Mobility Council meetings

## **Effective stakeholder participation gained by:**

- use many methods, many places, many points of contact

## **Leadership support earned with:**

- one-on-one meetings, feedback (both ways), listen, build ownership

## **Leadership support demonstrated through:**

- ongoing participation, summit evaluations, acceptance of goals and objectives from Concept of Operations

# Partial list of Stakeholder Needs / Issues

Same day scheduling

Long wait times for rides

Call center hours/days/wait time

Capacity at peak periods

## **Funding**

Vehicle age/maintenance

Services beyond public transit routes

Accessibility extended to rural areas

Improved employment transportation

**Consistent driver courtesy**

**Driver /training/accountability**

Rider ability to choose provider

**Cumbersome eligibility processes**

Rules & regulations (federal,state,local)

Liability

Variable fares

Lack of provider ITS infrastructure

Standardize data for reporting req.



# Vision

Affordable, Universal, Diverse, Accessible





# Mission

Louisville's Travel Management Coordination Center (TMCC) seeks to increase and simplify travel and mobility options for people in the Louisville region by enhancing community education and awareness about available transportation services, improving efficiency of existing service delivery and leveraging community resources more effectively.

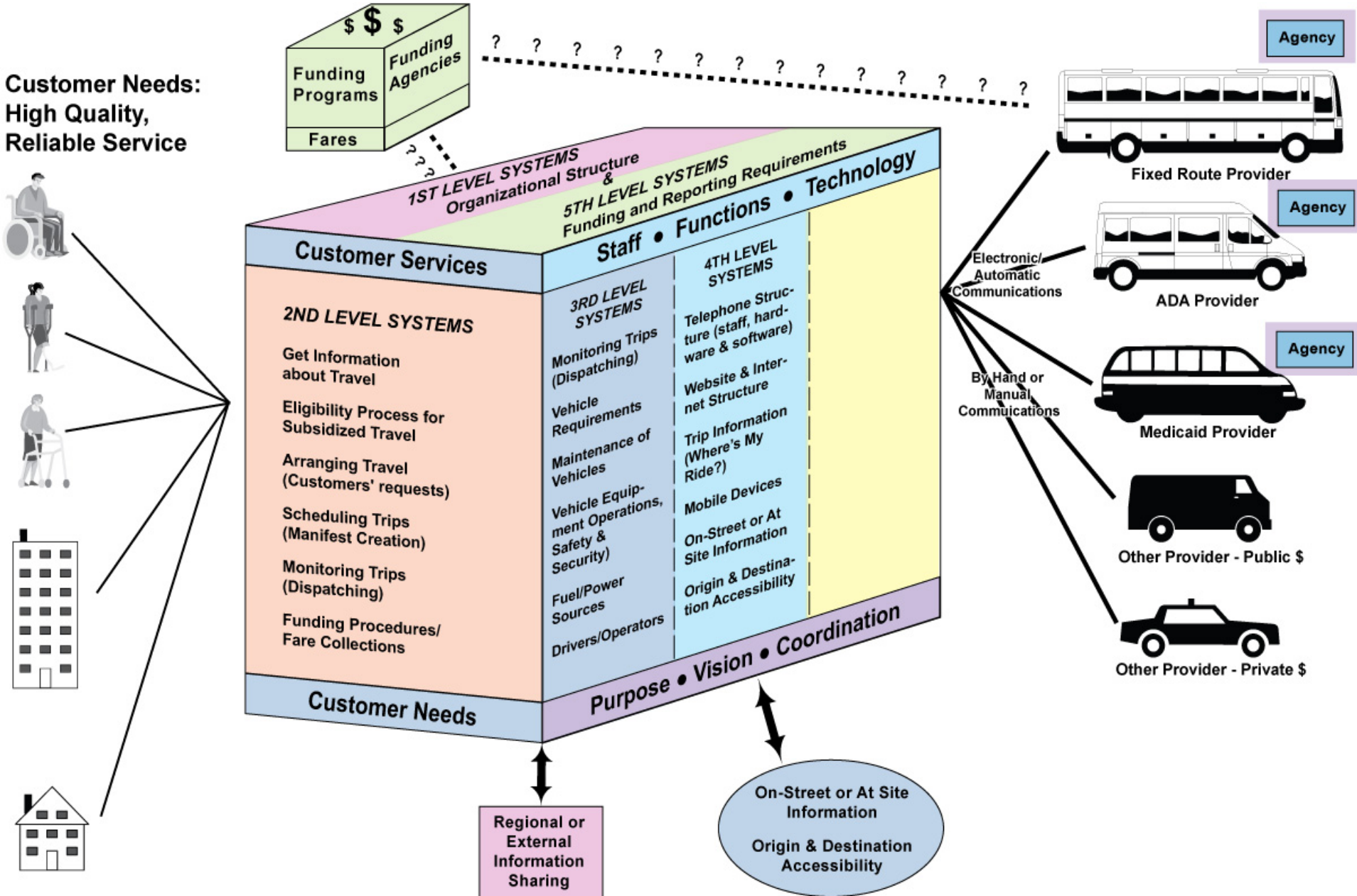
The TMCC will provide a single point of access to customer-based travel information and trip planning services, especially for persons with disabilities, older adults and individuals with lower incomes through the use of intelligent transportation systems (ITS).



# Guiding Principles

1. Improve customer experience for arranging & “tracking” travel.
2. Balance cost and resource demands.
3. Improve customer travel experience.
4. Expand travel options and geographic coverage.
5. Improve eligibility and screening process.
6. Remove regulatory barriers.
7. Ensure and protect autonomy of agencies and providers.
8. Incorporate fixed route services.
9. Improve routing and scheduling of trips.
10. Coordinate technologies and share information among coordinated providers.

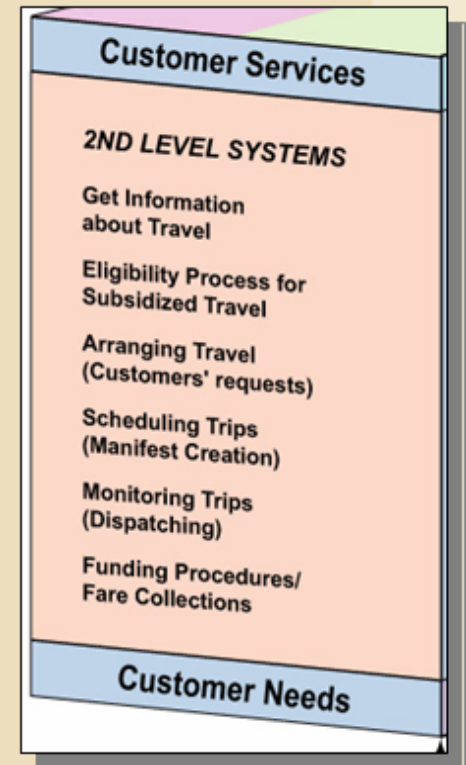
# TMCC System Concepts



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New elements of coordination:

- Centralized eligibility = simplified process = less stress and confusion for consumer
- Joint scheduling = efficiencies = increased capacity, shorter trips and reduced wait time on demand response travel
- Standardized driver training = improved driver knowledge and performance = meeting consumer expectation for consistent quality service



# TMCC System Concepts

- ALL Americans can benefit from this replicable and scalable TMCC model that will show communities how to do the following and more:
  - Simplify access to more comprehensive and updated information about transportation services through a one-call system
  - Provide one-call, or one website access regardless of trip purpose for eligibility, scheduling of trips, and “where’s my ride?”
  - Enhance service quality through standardized driver training and vehicle maintenance programs.

# Operational Scenarios # 1 – Sr. Carlos

- Sr. Carlos calls the TMCC – “1-800-You Ride”
  - Un intérprete de lengua española le presta asistencia
  - Discuss possible use of fixed route service
  - Explore origins and destinations of trips
  - Offer travel training, send Spanish language version DVD
  - Explain use of online trip planning service (available en español)
- Eligibility determination – follow process for appropriate programs based on needs of Sr. Carlos
- Schedule non-emergency medical transportation for visit to orthopedic doctor (office is not on fixed route)

## Operational Scenarios # 2 – New NEMT Broker

In Louisville - the current Medicaid NEMT broker has been involved and enthusiastic; new contract will be awarded  
Project staff has made contact with new broker;  
There will be a change of NEMT broker in Region 3.

Strengths:

KYTC Office of Transportation Delivery as a key stakeholder can encourage participation of new broker

Consumers understand the use of different providers

Seamless process for consumer due to one-call access to eligibility and scheduling of rides

“Mobilove” customer information is part of the TMCC coordinated database and due to written agreements can be retained for use by new NEMT broker and the TMCC.

## Operational Scenarios # 3: Best Case

1. Simplified, one-call /one website access to transportation information, eligibility, reservations and scheduling
2. Marketing and outreach program, doctors offices, community centers, etc. provides information and referral
3. Not every new customer will need demand response service
4. Coordination of services, informational databases, driver training and routine maintenance among providers participating in the TMCC



## Moment of Sharing

- **Surprise**...Stakeholder enthusiasm for and participation in the project and the process
- **Satisfactory moment**...finishing the Con-Ops and the positive reception it received from stakeholders at Transportation Summit
- **Difficult challenge**...balancing this project with everything else
- **ONE wish**...Federal, State and Local regulations would be more easily synthesized
- **Lessons learned**...
  - Outreach and stakeholder participation is crucial and should not be underestimated or rushed
  - Client confidentiality has been somewhat of a challenge for outreach