Coordination 101: How to Make Coordination Work for You

Jon E. Burkhardt

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KEY SOURCES

- **Toolkit for Rural Community Coordinated Transportation Services**
  - TCRP Report 101; available online [www.trb.org](http://www.trb.org)

- **Economic Benefits of Coordinating Human Service Transportation and Transportation Services**
  - TCRP Report 91; available online [www.trb.org](http://www.trb.org)

Single copies available from [www.tcrponline.org](http://www.tcrponline.org)
MORE KEY SOURCES

- Seniors Benefit from Transportation Coordination Partnerships
- How to Establish and Maintain Door-through-Door Transportation Services for Seniors
- Community Transportation Options Template

All available on line at www.aoa.gov/transportation/transportation.asp
HIGH-PAYOFF MOBILITY IMPROVEMENT STRATEGIES

- Adopt a customer orientation
- Re-configure agency responsibilities
- Offer consumer choice
- Apply new fare strategies
- Adopt advanced technologies
- Coordinate transportation services
- Focus on UNIVERSAL DESIGN
UNDERSTANDING COORDINATION

- It’s a resource management strategy: doing more with what you have, getting more than what you’ve gotten

- Coordination is about shared power
  - [ precursors: shared respect and shared objectives ]
  - responsibility
  - management
  - funding

- An on-going political process
  - power and control of resources
  - problems, pressures, competition, change
BASIC DEFINITION

For our purposes . . .

**Coordination** means

the *sharing* of transportation resources, responsibilities, and activities of various agencies with each other for the overall benefit of their *community*.
“I’m not stealing it. I’m moving it closer to my house.”
Solutions
Problems
Ideas
Issues
Conflict
Facts
Data
Maybe
Don't
Do
Info
YES
NO
YES
NO

+ NO + NO

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YES! NO!
PROBLEMS THAT COORDINATION ADDRESSES

- Inefficient transportation services
- Many operators and funding sources
- No formal mechanism for cooperation or communication
- Service provided well below the total need
- Excess travel by underutilized vehicles
- Significant variations in service quality
- Lack of reliable information for all stakeholders
- No overall management or plan
HOW COORDINATION WORKS

- **Reducing costs**, duplication, and fragmentation
  - reduced expenses on operating and admin salaries
  - reduced capital expenses for vehicles and equipment
  - reduced insurance, maintenance, and other costs

- **Increasing services and productivity**
  - focus on vehicle utilization, coordinated dispatching
  - increasing days and hours of service; service areas
  - increasing kinds of persons and trips served
  - increasing accessibility and affordability
  - increasing kinds and amounts of public info on services
  - increasing kinds and amounts of funding to pay for trips
HOW COORDINATION WORKS: PART 2

- The **structure of transportation systems** changes
  - transportation service levels increase
  - transportation service integration increases

- Transportation performance measures improve
  - resource efficiency improves
  - service effectiveness increases [trips / pass mile]
  - cost effectiveness increases [cost / trip]

- Coordination creates **positive outcomes**
  - customer satisfaction increases [acceptable, accessible, affordable, adaptable, available]
  - community mobility increases [trips per person]
  - quality of life increases: more independent living, less isolation
KEY COMPONENTS OF EFFECTIVE LOCAL COORDINATION

- **Community-wide** [or multi-community] focus & support
- **Partnership** approach: power, funding, responsibility
- **Resource management**; quality control
- Maximizing **productivity**: ride sharing
- **Business-like** approach; full cost recovery
- **Coordination with non-transportation providers**, and
- Consumer orientation, volunteers, broad service spectrum, documented benefits, targeted marketing, travel training
COORDINATION PROVIDES SIGNIFICANT ECONOMIC BENEFITS

- Parties who benefit
  - Coordinating agencies
  - Riders of the services
  - Local communities

- Measurable benefits
  - Additional funding
  - More cost-effective operations
  - Increased mobility
  - Increased service quality
TYPICAL BENEFITS FROM COORDINATING TRANSPORTATION

- Access to more funds from more sources
- Increased efficiency [lower service production costs]
- Increased productivity [greater service consumption]
- Enhanced mobility, for more consumers
- Economic development, employment benefits
- Improved service quality
- More visible, less confusing transportation services for consumers
WHAT’S WORKING NOW -- SEVERAL EXAMPLES

- Coordinated transportation plans North Carolina, Ohio
- Multi-state, large rural region Washington, Idaho
- Regional coordination thru ITS Virginia, MN
- Expansion to county-wide trips Kearney, NB
- School / social service trips Ottumwa, IA
- Faith-based senior trips Austin, TX
- “Friends serving friends” Riverside Co, CA
- Re-establishing interurban routes Eastern Indiana
STRATEGIC APPROACHES TO SUCCESSFUL COORDINATION

- Generate new revenues

- Save costs:
  - Non-transit agencies provide ADA paratransit
  - Shift paratransit riders to fixed routes
  - Human service agencies coordinate
  - Contract with school districts

- Increase efficiency and productivity: coordinated dispatching, vehicle sharing

- Increase mobility: expand transportation services
UNDERSTANDINGS NEEDED FOR COORDINATED MOBILITY SOLUTIONS

- There are many specific submarkets of travelers
- We need a family of services (tiers of services and prices); multiple modes are required
- There’s no single solution to the mobility needs of an entire population
- Comprehensive, coordinated management is needed
TRAVEL NEEDS AND TRAVEL OPTIONS

OLDER TRAVELERS

- Healthy, independent
- Some mobility limitations
- Frail, needs assistance
- Escort
- Medical

POSSIBLE SERVICES

- Driving
- Fixed route transit
- Walking
- Service routes
- Paratransit services
- Taxis
HOW TO BUILD COORDINATED TRANSPORTATION SERVICES

1. Initiate start-up activities
2. Analyze existing conditions
3. Establish focus, priorities, consensus
4. Design alternative courses of action
5. Assess alternative options
6. Implement the preferred choice
7. Evaluate and improve what has been implemented
FTA’S COORDINATED PLANNING REQUIREMENTS  [in process]

- Federal Register 9/6/06; [www.fta.dot.gov]; comments due 11/6/06
- New Elderly & Disabled [5310], JARC [5316], New Freedom [5317] coordinated planning requirements
- Projects selected for funding “must be derived from a coordinated public transit – human services transportation plan” by FY 2007
- Required local matching funds may be other Federal $$$
- JARC and New Freedom $$$ based on number of recipients
- “One coordinated plan . . . that identifies transportation needs, provides strategies, and prioritizes improvements”
FTA’S COORDINATED PLANNING REQUIREMENTS [continued]

ELEMENTS OF THE REQUIRED PLAN

- Assessment of currently available services
- Assessment of travel needs of transportation disadvantaged
- Strategies to fill gaps and create efficiencies
- Priorities for implementation: resources, time, feasibility
- Projects need to be included in TIPs/STIPs for funding
- MPOs or States are responsible for integrating these plans with others
- Plan updates can align with State/local schedules
A COMPREHENSIVE, CONSUMER-FRIENDLY TRANSPORTATION “PROGRAM”

- Auto driver safety efforts
- Improved public transit services
- Integrated taxi / paratransit services
- Enhanced pedestrian facilities
- Volunteer services
- Escort (“hand-to-hand”) services
- Emergency transportation services
CHALLENGES AND OPPORTUNITIES FOR LOCAL SYSTEMS

- **Funding**
  - sufficiency
  - level of effort required
  - timeliness

- **Interpersonal relationships**

- **Political support and power sharing**
  - cost allocation
  - involvement and acknowledgement
  - lack of knowledge about public transportation

- **What coordination is, and what it requires**
WHO’S THE MOST COORDINATED? 

- Most local providers and purchasers participate
- Multiple funding sources are used
- Multiple jurisdictions (towns and states) participate
- Most human service and public needs are addressed
- One-stop customer access for most riders
- Multiple modes and service types are offered
- Covers a wide geographic area
SUMMARY: Coordination . . .

- Offers a great way to get more results from limited resources: improves transportation efficiency
- Lowers costs of individual trips
- Can provide more trips to more persons
- Provides significant economic benefits
- Offers benefits to travelers, operators, funders, gov’t
- Is successfully implemented now in many communities
- Takes real work to implement and sustain
Contact Information

Jon Burkhardt
WESTAT
1650 Research Blvd
Rockville, Maryland  20854

JonBurkhardt@Westat.com
301/294-2806