Mobility Services for All Americans (MSAA)

Status Update

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An Example of Uncoordinated Mobility Services

- John - Medicaid participant
- Time: 9:00am
- From home (123 Main St.) to doctor office (4008 Pine Dr.)

- Peter - Welfare to Work participant
- Time: 9:00am
- From home (125 Main St.) to employment (4010 Pine Dr.)
Challenges

U.S. Department of Transportation
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
TMCC Phase 2 Model Deployments

- **Aiken SC**
  - Led by LSCOOG – Regional Council of Governments
  - Strong participation from local transit providers
  - TMCC integration with ADRC call center

- **Camden County NJ**
  - Led by CCWIB – workforce investment board
  - Participation from faith-based organizations
  - Integration between transportation and human service communities

- **Paducah KY**
  - Led by PATS – A traditional transit provider
  - Sound technological infrastructure/expertise in place
  - Take a lead role in assisting 3 smaller providers
TMCC Phased Implementation Projects

Fitchburg MA
- Led by MART – dominant transit service provider/broker
- Web-based tools for riders and providers
- Fare card feasibility study

Kent OH
- Led by PARTA – with a key transit partner from neighboring county
- Data dictionary (with human service agencies)
- Centralized relational database and interface
- Emergency evacuation in TMCC design

Louisville KY
- Led by TARC – dominant transit service provider
- IVR for traveler information
- Mobile phone usage for en-route (such as reverse trip) communications

Orlando FL
- Led by LYNX – built upon existing ITS and in-house expertise
- Customer payment/photo id card
- 24X7 internet and IVR trip management tool
- More about Orlando project will be presented later.
Paducah KY TMCC GO-LIVE

- Go-Live ceremony – March 12, 2010
- 4 partnering community transportation providers
- Serving 200,000 population across 2,500 square miles
- Integrate community transportation and human service information and referral functions
Aiken SC TMCC GO-LIVE

- Go-Live ceremony – August 17, 2010
- Include six Lower Savannah counties with mobility management services and regional transit coordination
- Leverage Systems Transformation Grant from the DHHS Centers for Medicare and Medicaid Services
- Integrate TMCC with the local Aging and Disability Resource Center
- More about Aiken TMCC will be presented later.
Camden County TMCC

- Delayed due to mostly institutional issues, such as local stakeholder commitment
- A key to the overall success of UWR/MSAA – coordination enabled by technology and embraced by both transportation and human service communities, including faith-based organizations
- More about Camden County TMCC will be presented later.
One Integrated Vision

Consumer with Mobility Needs

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

Funding Agencies

Transportation Service Providers

Consumer with Mobility Needs

Employment
Independence
Health Care
Family
Education
Recreation

Public Transit Authority
Medical Transit Provider
ADA Para-transit

Private Taxi
Disability Service Provider
Transit Pass
Agency on Aging
Head Start

One Call

Transportation
Education
Interior
Social Security
Housing
Agriculture
Veterans Affairs

U.S. Department of Transportation
The Future of MSAA/TMCC

• MSAA is moving toward the finish line
• MSAA/TMCC “How-To” Guide – December 2012
• Assess core TMCC functionalities and processes for standardization (proposed new project.)
• TMCC independent evaluations
• The impact of TMCC is growing both in the field as well as in government practices
  - Growing number of inquiries for information and support
  - Veterans Transportation and Community Living Initiative, managed by the United We Ride office
• Transition into next generation mobility management empowered by connected vehicle
Connected Environment
For More Information…..

www.its.dot.gov