



# Agency Education Program

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## INTRODUCTION

This chapter outlines the program to describe the benefits of coordinated transportation services to agencies in the community which either provide or fund transportation services. The approach is to begin with a brief description of coordinated transportation services. Depending on the community, the United We Ride Framework for Action Community Self Assessment Tool will be used. If agencies have completed the self-assessment, it should not be repeated, but the results presented as part of the education program. The responses to the self-assessment will be used to discuss the current status of transportation services in the community. The next step will be to present the various benefits of coordination with examples of how coordination strategies have been applied in other communities and the benefits that have resulted. As part of the education program, recommendations are provided for additional outreach to publicize the benefits to a wide audience.

## EDUCATION PROGRAM

The following pages present the slides to be used in the education program. These will be presented at a workshop to determine the effectiveness of the approach. Based on feedback from participants, the education program will be refined to better meet the objectives for educating local agencies. The Framework for Action Community Self Assessment was included in Technical Memorandum #1. As the education program is refined based on feedback, a narrative will be prepared for use by local participants in efforts to coordinate transportation services.

# **Public Education Program**

**North Country  
New Hampshire**

## **Introduction**

- Public Transit**
- ) Human Services Transportation**
- ) Coordinated Transportation Service**

## **Goals of Coordination**

- 、 Better Service**
- ) More Efficient Use of Resources**
- ) Enhanced Service**

## **Purpose of Education Program**

- 、 Awareness of Coordination Activities**
- ) Potential Benefits of Coordination**
- ) Develop Agency Support for Coordination**

# Framework for Action Community Self-Assessment



## Issues

## **Coordination Issues**

- Jurisdictional Boundaries**
- ) Eligibility for Service**
- ) Funding Cuts**
- ) Agencies Pursuing the Same Resources**
- ) Insurance and Liability**

## **Coordination Issues**

- Increased Demand**
- ) Reporting Requirements**
- ) Regulations**
- ) Quality of Service**

## **Benefits of Coordinated Transportation Service**

## **User Benefits**

## **Single Point of Contact**

- **Ride DuPage**
  - ▾ **Suburban Chicago**
- **Special Transit**
  - ▾ **Boulder, Colorado**
- **Holmes County**
  - ▾ **Millersburg, Ohio**

## **Seamless Service**

- **Ride DuPage**
  - ▾ **Suburban Chicago**
- **MASCOT**
  - ▾ **Wasilla, Alaska**
- **Mason County Transit**
  - ▾ **Shelton, Washington**

## **Expanded Service Area**

- 、 Blackfeet Transit**
  - cBlackfeet Reservation, Montana**
- ) Northern Transit Interlocal**
  - cShelby, Montana**

## **Higher Quality Service**

- ) R.Y.D.E**
  - cBuffalo County, Nebraska**
- ) RIDES**
  - cSouthern Illinois**
- ) Community Connection**
  - cNortheast Oregon**
- ) Merced County Transit**
  - cMerced County, California**

## **Service to Unserved Groups**

- **Ride DuPage**
  - ▾ **Suburban Chicago**
- **OCTA**
  - ▾ **Ottawa County, Ohio**

## **Enhanced Mobility**

- **Ride DuPage**
  - ▾ **Suburban Chicago**
- **Mason County Transit**
  - ▾ **Shelton, Washington**

## **Greater Visibility**

- 、 Mason County Transit**
  - cShelby, Washington**
- ) Blackfeet Transit**
  - cBrowning, Montana**

## **Lower Commuting Costs**

- ) Number of Days Commuting**
- ) Round-trip Distance**
- ) Fuel Economy**
- ) Price of Gas**
- ) Maintenance/Tires**
  - c\$.055/mile**
- ) Ownership Costs**
  - c\$.375/mile**

## **Benefits to the User**

- 、 Easier to Access**
- ) Better Service**
- ) More Service**

## **Economic Benefits**

## **Improved Efficiency**

- 、 People for People**
  - cYakima, Washington**
- ) MASCOT**
  - cWasilla, Alaska**

## **Greater Number of Funding Sources**

- 、 Mason County Transit**
  - cShelton, Washington**
- ) Mountain Express**
  - cPagosa Springs, Colorado**

## **Increased Funding**

- **Greene Coordinated Agency  
Transportation System**
  - **Greene County, Ohio**
- **Mason County Transit**
  - **Shelton, Washington**

## **Lower Cost per Passenger- Trip**

- **R.Y.D.E.**
  - **Buffalo County, Nebraska**
- **People for People**
  - **Yakima, Washington**
- **MASCOT**
  - **Wasilla, Alaska**

## **Additional Benefits**

## **Community Support**

- **Mason County Transit**  
    **cShelton, Washington**
- **MASCOT**  
    **cWasilla, Alaska**

## **Economic Development**

- **Mason County Transit**
  - ▾ **Shelton, Washington**

## **Benefits of Coordinated Transportation**

- **Benefits to the User**
- **Economic Benefits**
- **Non-economic Benefits**

## **OUTREACH EFFORTS**

Ideally the agency education program would be conducted with all local agencies participating in a single meeting. This would allow for completion of the Community Self Assessment, presentation of benefits, and discussion of action steps. If a single meeting of most agencies is not possible, the presentation could be made to smaller groups or individual agencies. The presentation should be modified in this case to encourage participation in a larger group meeting to be held at a later time.

The single biggest obstacle we have seen is getting to agencies to participate initially. Many local agencies do not know or understand the potential benefits of coordinating transportation services and have little or no interest in participating. The education program may be needed to increase their interest in meeting with other agencies and beginning discussions of possible coordination efforts.

This education program should also be used with local elected officials. As many local governments provide some funding for transportation services, it is important that they understand the benefits of coordinated services. If the elected officials have an appreciation of these benefits, they may support efforts to coordinate the transportation services within their jurisdiction.

## **RESOURCE MATERIAL**

Much information on the benefits of coordinated transportation service for users can be found in the following document:

Burkhardt, Jon; David Koffman; and Gail Murray. "Economic Benefits of Coordinating Human Service Transportation and Transit Services." TCRP Report 91, Transportation Research Board, 2003.

Burkhardt, Jon; Charles Nelson; Gail Murray; and David Koffman. "Toolkit for Rural Community Coordinated Transportation Services." TCRP Report 101, Transportation Research Board 2004.