



Public Transportation Programs Section

Arkansas Statewide Transit Coordination Plan

Memphis - MPO

March 12, 2019



ARKANSAS STATEWIDE TRANSIT COORDINATION PLAN

Presentation Outline

- What is Coordination
- The Planning Process
- Lessons Learned
- Conclusion

What is Coordination

“Transportation service coordination is the ongoing process of transportation providers and human services agencies communicating and working together to more efficiently manage limited transportation resources.”

“Coordination is about building trust relationships among organizations and fostering a willingness to share power, responsibility, funding, and benefits in order to eliminate service duplication, deliver more cost-effective service, address service gaps, and improve information communication.”

“The goal of this plan is to improve the availability, quality, and efficiency of transportation services for seniors, persons with disabilities, those with low income, and others with limited mobility options through coordination and more efficient use of limited transportation resources.”



The Planning Process

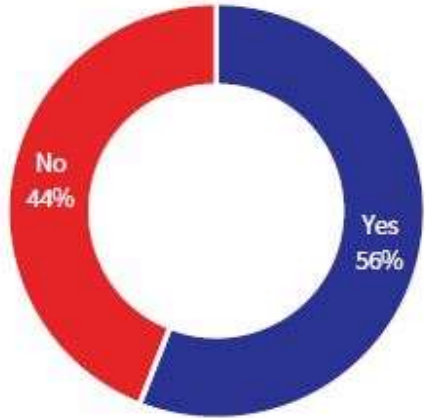
- Public and Stakeholder Outreach
- Identify Resources and Needs
- Develop and Prioritize Strategies
- Establish Performance Measures and Monitor Progress

Public and Stakeholder Outreach Efforts

- Arkansas Public Transportation Coordination Council
- Urban and Rural Transit Agencies
- Health and Human Services Providers
- Section 5310 Providers
- Department Website / Twitter Blasts

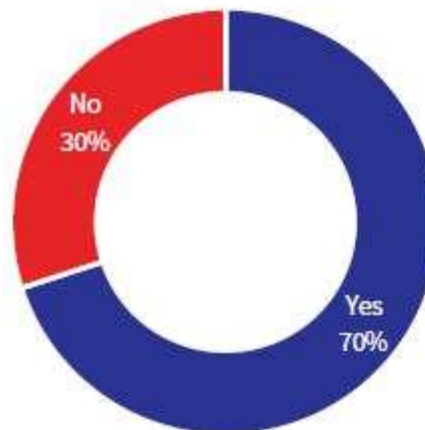
Survey Results

Do you coordinate with other transportation providers?



- 56% Coordination with Others
- 70% Need for Additional Services
 - Services to Health Care
 - Weekend Service
 - Services for Elderly and Disabled

Are additional transportation services needed?



What additional transportation services are needed?

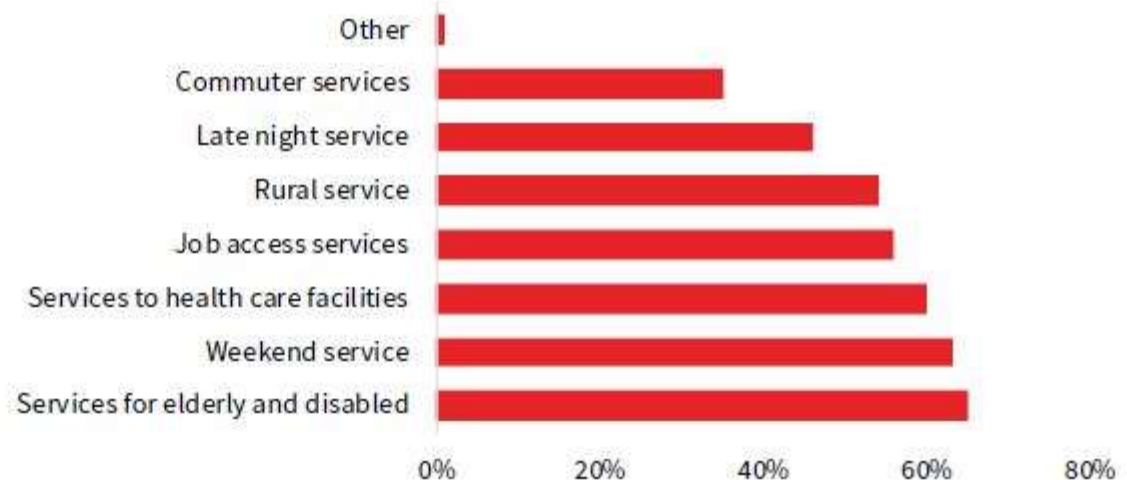


Figure 3: County Transportation Needs Index

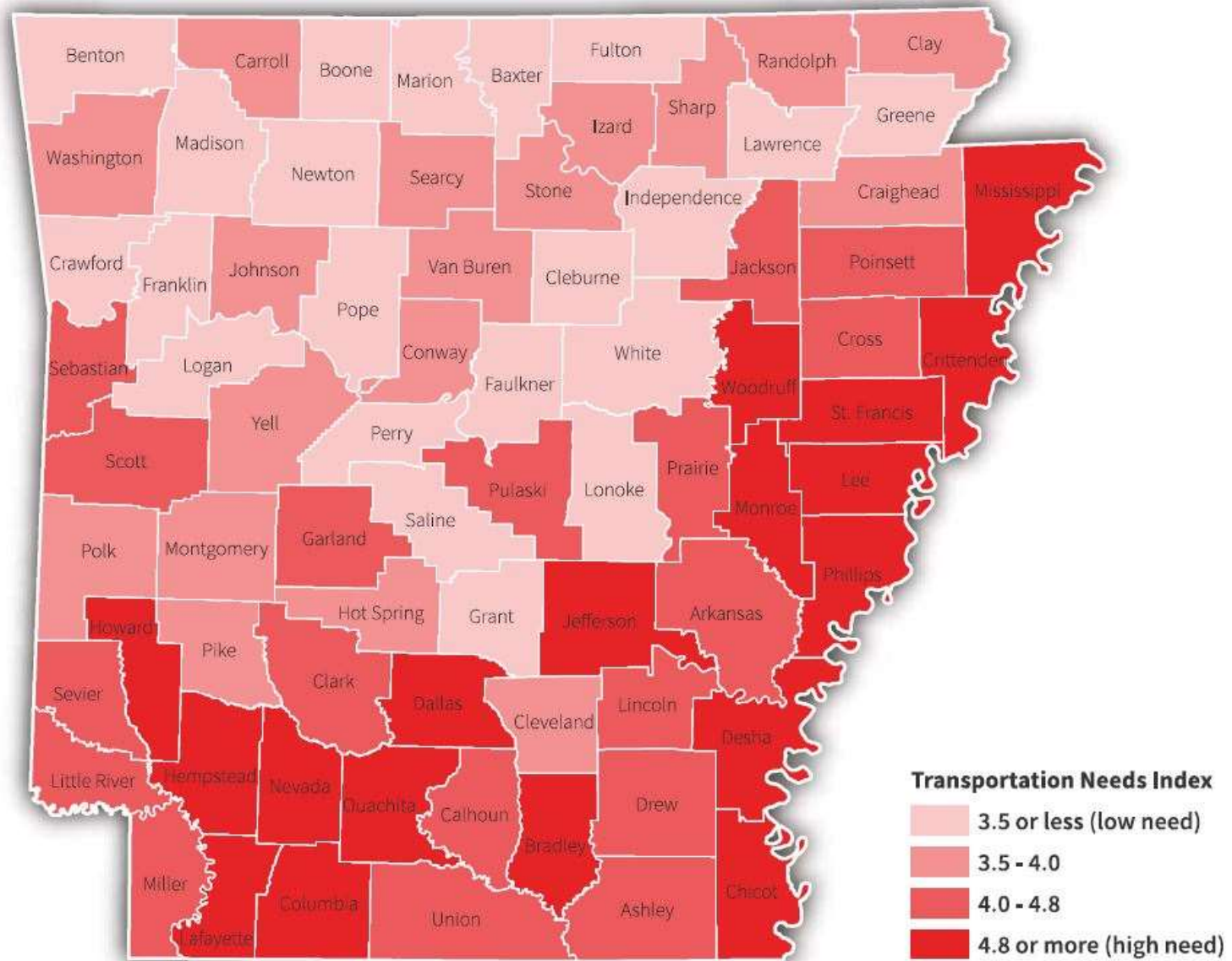


Table 7: Coordination Strategy Prioritization Results

Coordination Strategy	Prioritization Score
Identify and contact agencies that could provide transportation in areas where transportation service gaps exist and provide support to secure funding and establish service.	11.0
Develop informational materials to provide coordination examples and best practices to transportation providers.	10.8
Develop an online directory of services (e.g. maintenance) and trainings offered by transportation providers to other providers.	10.4
Develop an online map version of the public transportation directory.	10.4
Coordinate development of model contracts or agreements for sharing resources.	10.0
Identify and appoint statewide and/or regional mobility managers.	9.6
Establish regional coordination districts to lead local coordination efforts.	8.6
Organize reoccurring coordination work sessions that providers are required to attend.	8.6
Coordinate partnerships between providers to offer free/reduced transfers between services.	8.4
Establish a one-call/one-click transportation service center.	8.0
Establish a centralized volunteer driver program.	7.8
Establish a qualified driver application and job opening directory.	7.6

Performance Measures

Performance measures help evaluate how well Arkansas public transit and human services transportation providers are meeting the demands of their communities and how well they are coordinating transportation services amongst one another and with other agencies.

Performance Measures and Monitoring

- Ridership Data
- Measure Community Satisfaction
- Percent of Transit Demand Met
- Percent of Key Destinations Served
- Percent of Providers Coordinating



What Did We Learn ?

- Coordination is Hard Work
- Buy-In is Difficult
- Regulations can Create Barriers
- Collection of Performance Data
- Regional Coordination Efforts / Regional Mobility
- Border State Coordination

Conclusion



Questions ?