

# Evaluating the State of Mobility Management and Human Service Transportation Coordination

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# Objectives



Synthesize previous research



Develop rider and stakeholder survey instruments



Determine the impacts in meeting the goals of efficiency, ease of access, and quality of service



Assess effectiveness in meeting the needs of transportation-disadvantaged



Develop and test evaluation model

# Methods



## Stakeholder survey

- Conducted online
- Sent to transportation providers, human service agencies, and other stakeholders
- Results used to assess impacts on efficiency, simplified access, and quality of service

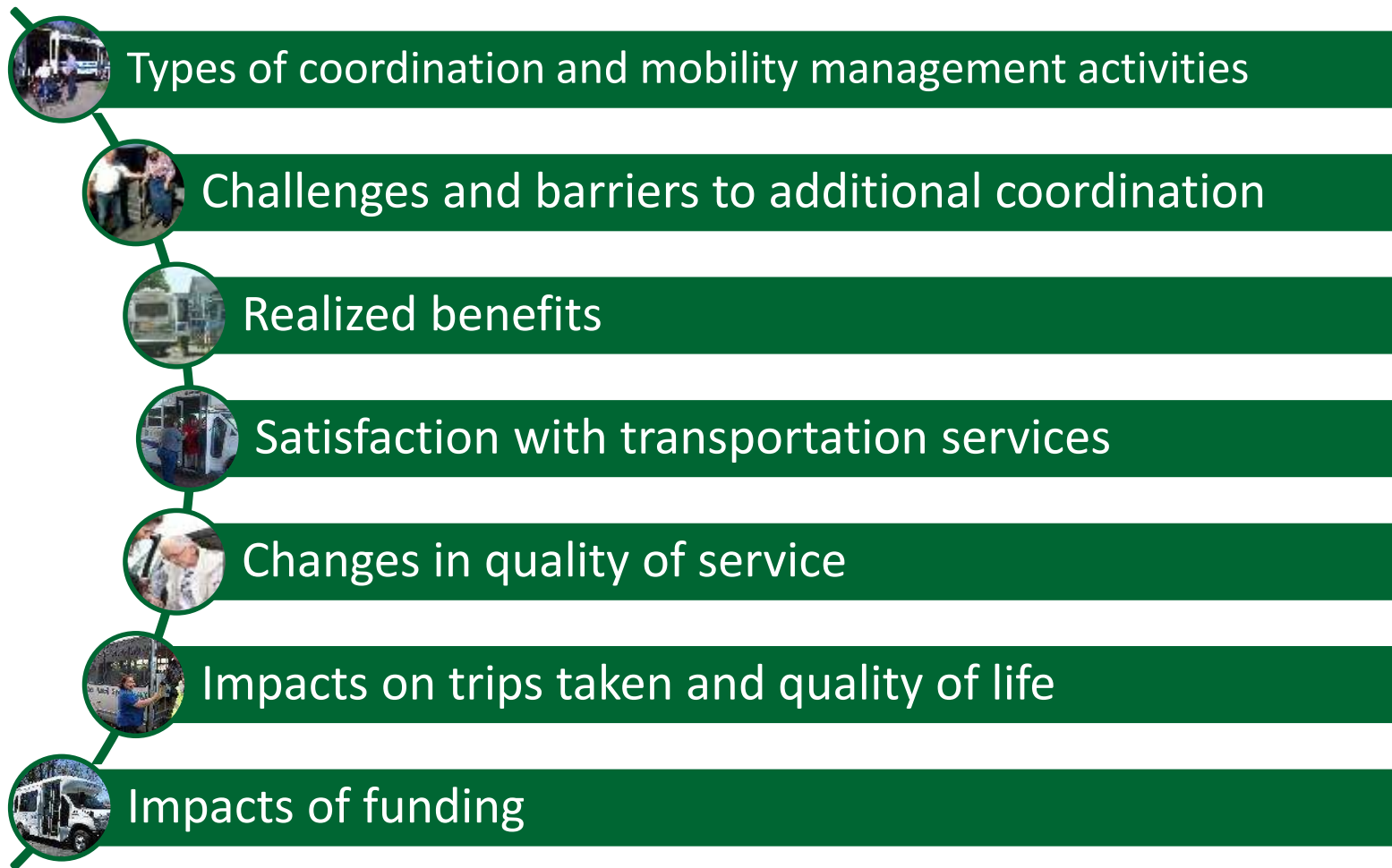
# Methods

## Rider survey

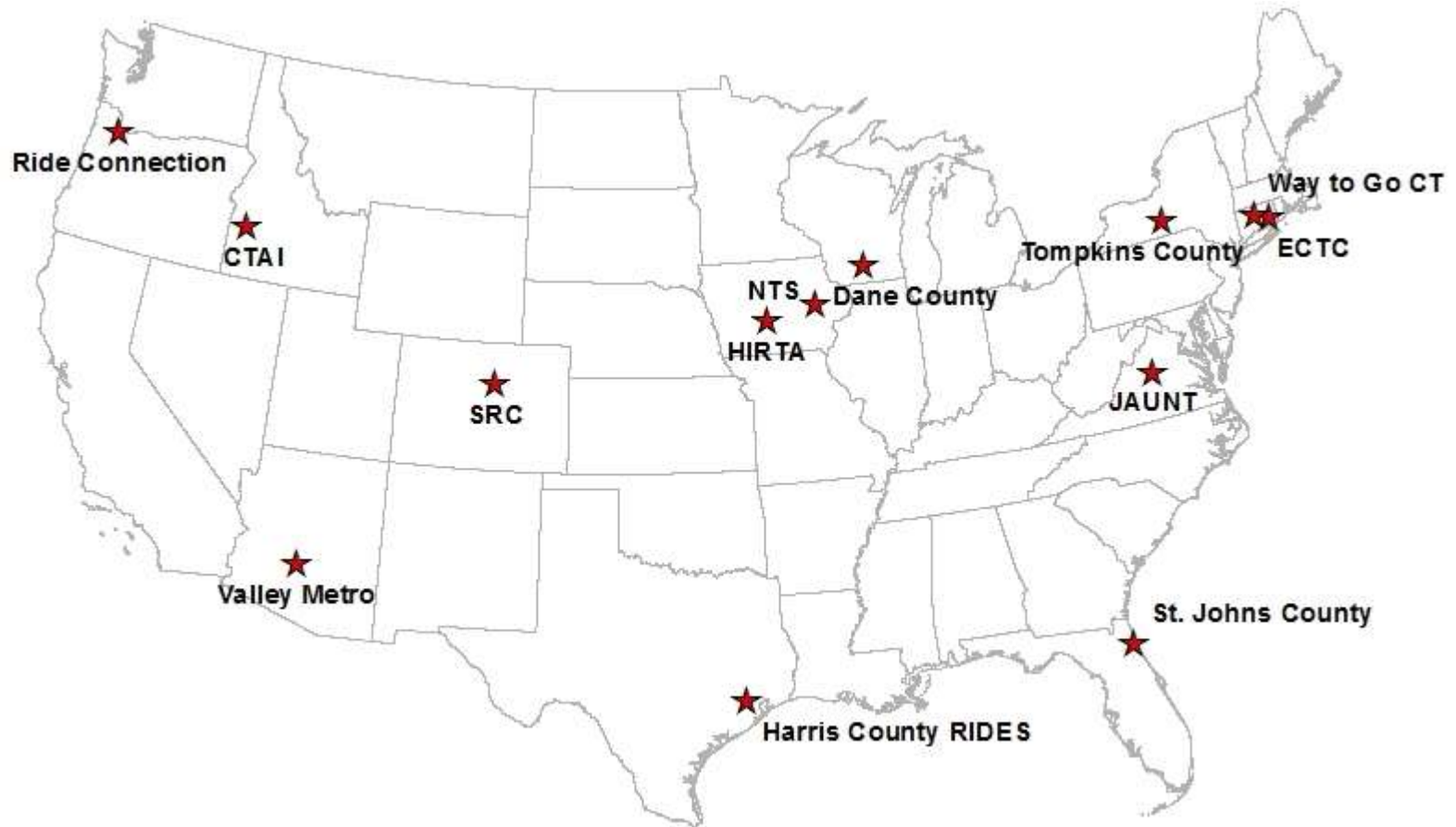
- Survey of riders administered by mail
- Results used to assess quality of service, ease of access, trips created, quality of life impacts on users



# Results will Show



# Participating Agencies



# Stakeholder Survey Responses

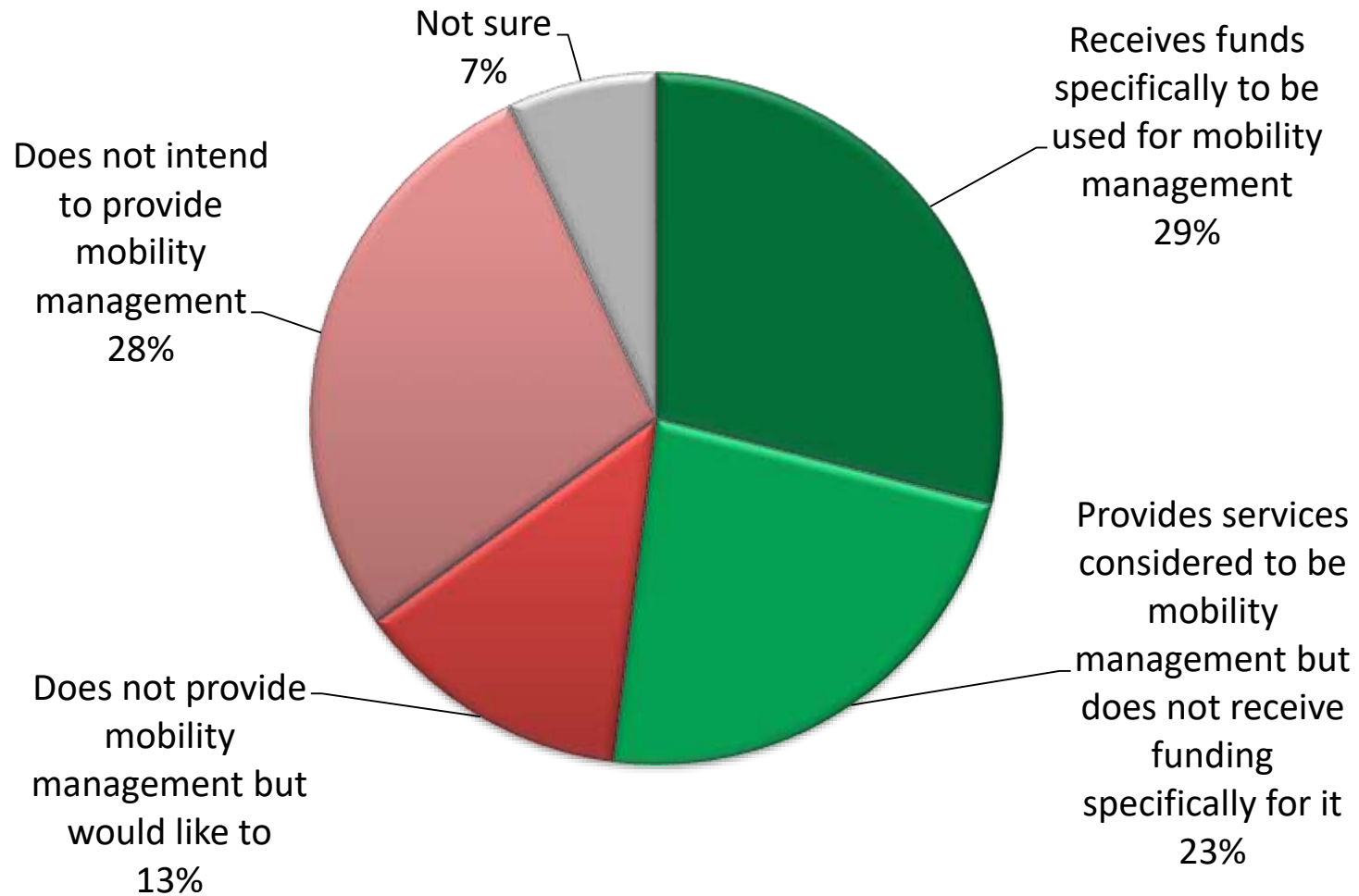
FTA Region	Contact Agency	Location	Number of Responses
1	Way to Go CT	North Central Connecticut	7
	Eastern CT Transportation Consortium, Inc.	Eastern Connecticut	1
2	Tompkins County Dept. of Social Services	Tompkins County, NY	2
3	JAUNT, Inc.	Charlottesville, VA	11
4	St. Johns County COA	St. Johns County, FL	4
5	Dane County Dept. of Human Services	Dane County, WI	4
6	Harris County RIDES	Harris County, TX	13
7	Neighborhood Transportation Service	Cedar Rapids, IA	21
	Heart of Iowa Regional Transit Agency	Central Iowa	39
8	Seniors' Resource Center	Denver, CO	3
9	Valley Metro	Phoenix, AZ	1
10	Community Transportation Association of Idaho	Idaho	4
	Ride Connection	Portland, OR	1
<b>Total</b>			<b>111</b>

# Coordination Activities

Activity	
Attend communication coordination meetings that specifically deal with transportation	79%
Provide services to human service agencies by contract	51%
Transport clients/consumers of another agency on a local basis	36%
Transport clients/consumers of another agency on a regional basis	28%
Share or have compatible transportation software as other agencies	26%
Formal Cooperative agreement across human service agencies regarding transportation	23%
Provide or receive vehicle maintenance support in accordance with another agency	19%
Coordination on insurance costs or coverage	15%
Consolidation – we provide a majority of human services transportation on a regional basis	9%
Engage in dispatch assistance with another agency	6%



# Agencies Providing Mobility Management Services



# Mobility Management Activities

Activity	
Participate in outreach regarding public transit access	61%
Provide information and training materials on how to use local transportation	60%
Conduct needs assessments	53%
Plan and manage activities to improve coordination	49%
Provide training for agencies or advocates that do not provide transportation but serve individuals who need transportation services	39%
Provide travel training or trip planning	32%
Provide training for transportation service providers about the special needs of seniors, individuals with disabilities, or others who use transportation services	32%
Develop cooperative policies around transportation	30%
Fund transportation services that coordinate transportation service providers or fill service gaps	25%
Deploy advanced technology to enhance the ability to coordinate	21%

# Challenges

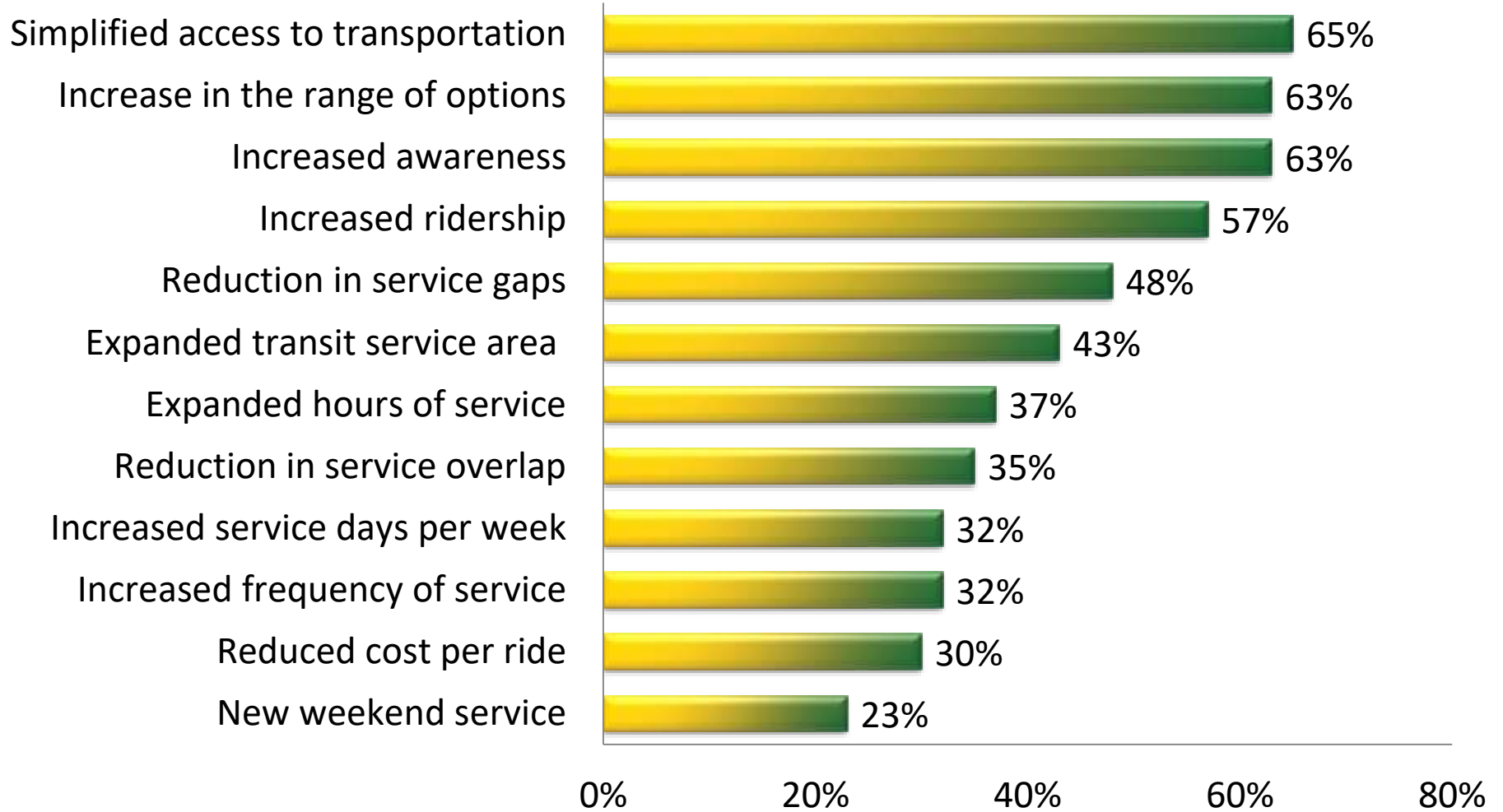
## Barriers to Coordination

- Lack of funding
- Lack of communication
- Fear of responsibility shifting
- Unique needs of various client populations
- Hours of need conflict

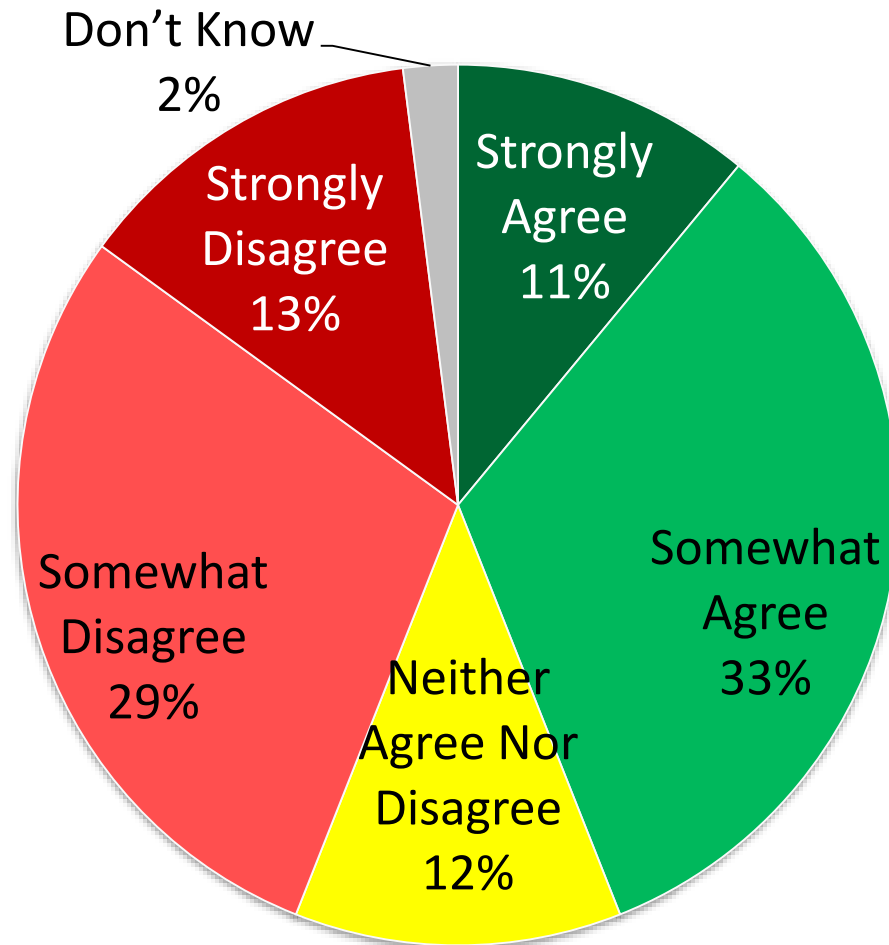
## More Coordination Needed

- 83% said there is need for more coordination in their region
- Statewide or regional coordination that extends beyond the county

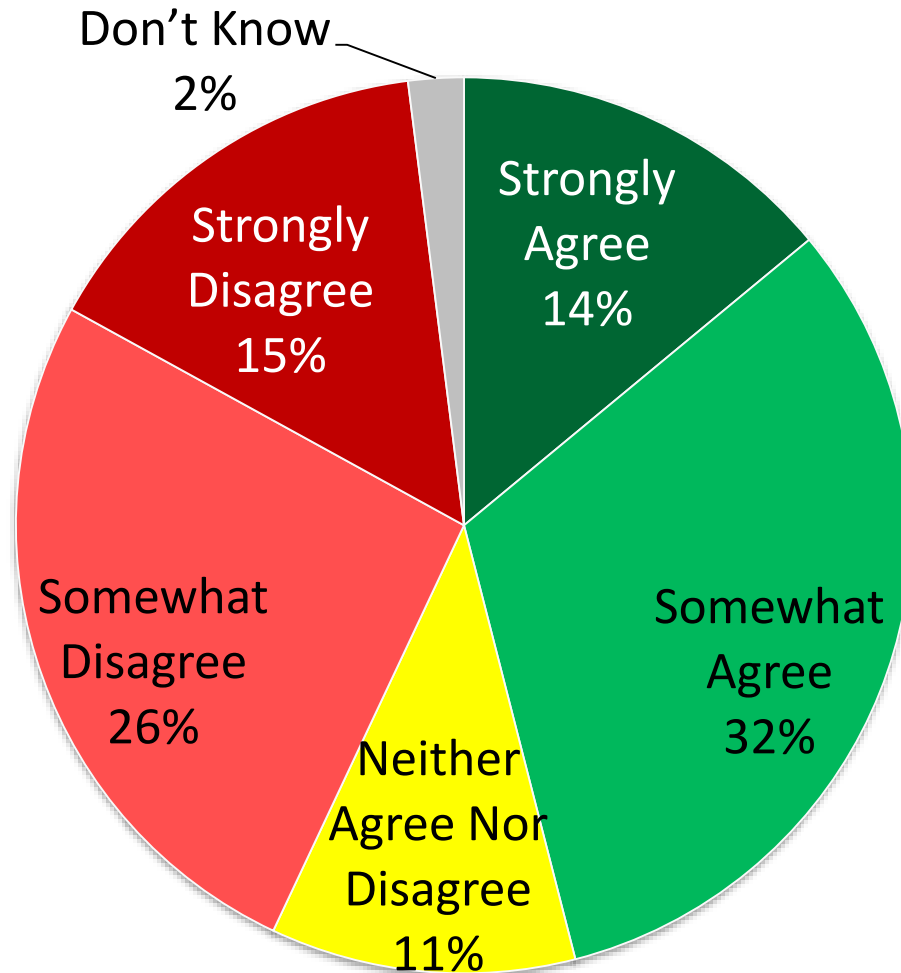
# Percentage of Agencies Involved with Coordination or Mobility Management that have Realized Specific Benefits



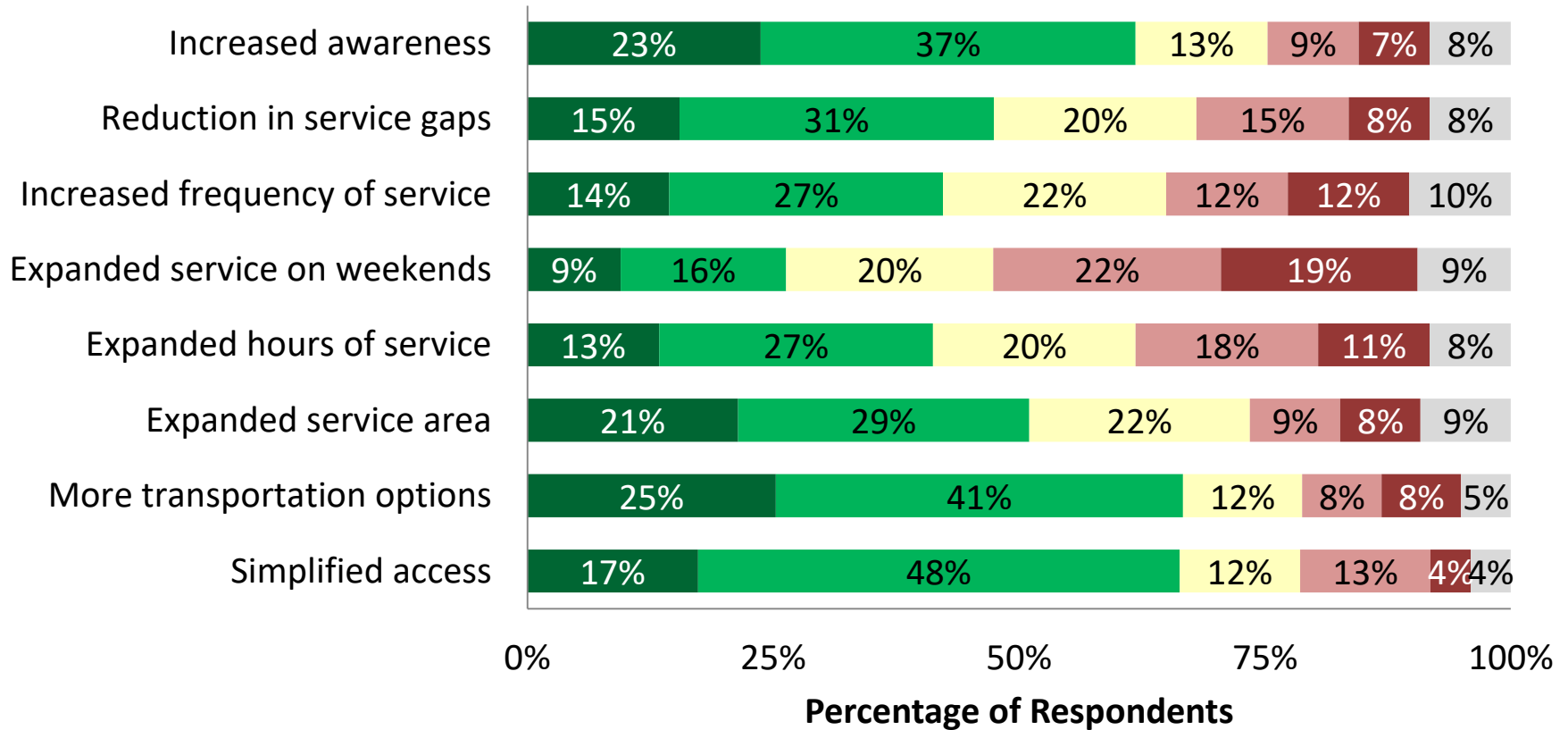
# The Transportation Needs of Your Clients are being Met (n=100)



# Transportation Services in Your Community are Easy for Your Clients to Access (n=100)



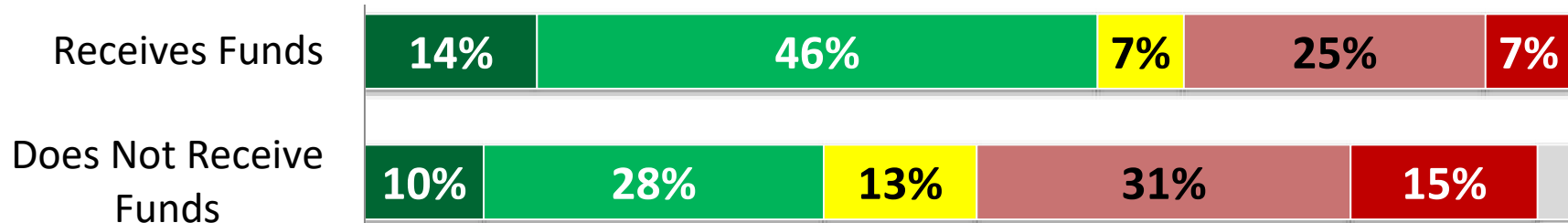
# Percentage of Stakeholders who Agree that Transportation Services have Improved (n=99)



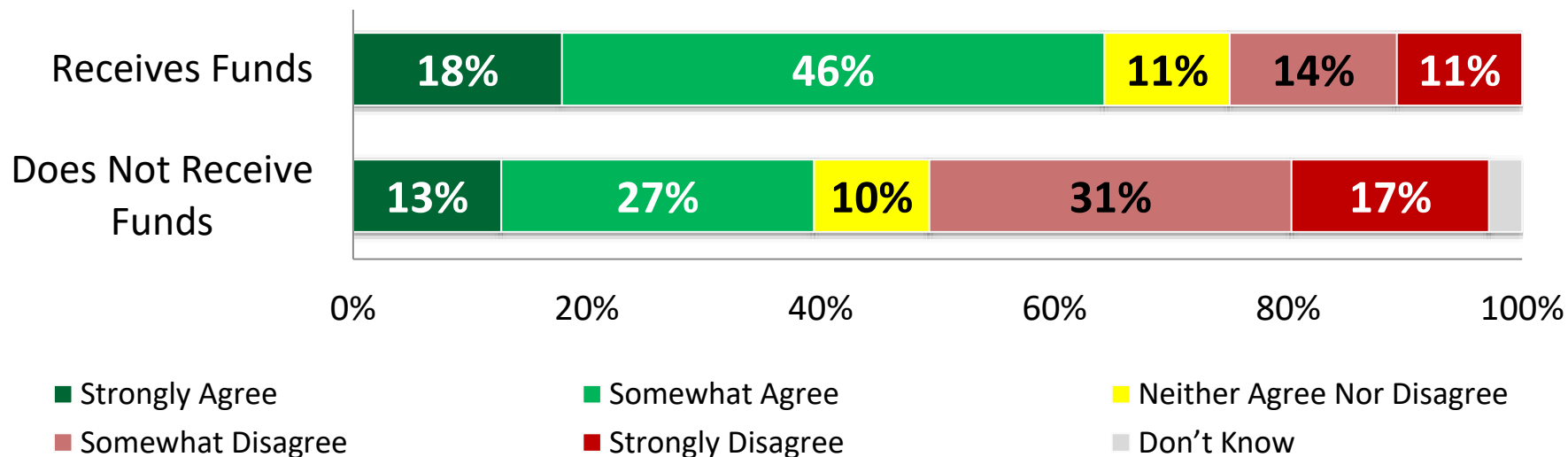
- Strongly Agree
- Somewhat Agree
- Neither Agree Nor Disagree
- Somewhat Disagree
- Strongly Disagree
- Don't Know

# Perceived Quality of Service Differences between Organizations Receiving Funds for Mobility Management and those Not Receiving Funds

## The transportation needs of your clients are being met



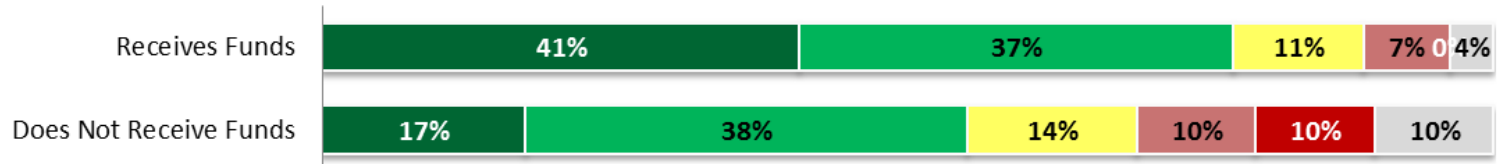
## Transportation services in your community are easy for your clients to access



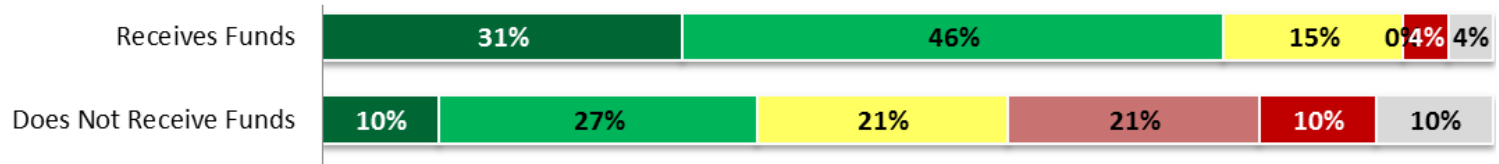


# Funding vs. No Funding

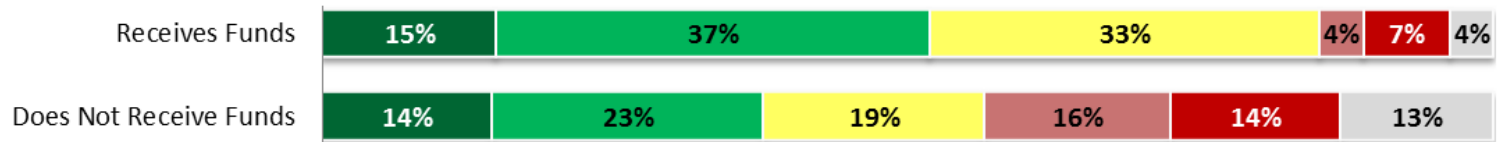
## Increased awareness of transportation services



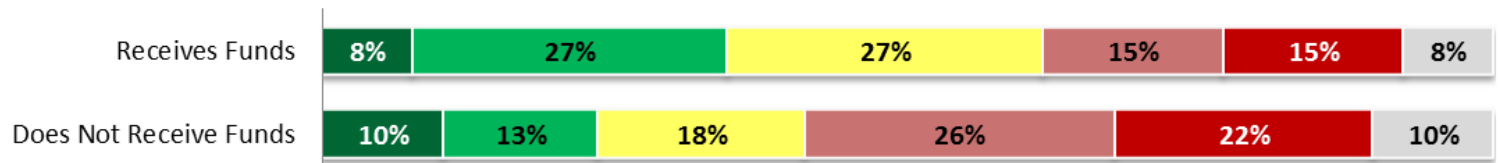
## Reduction in service gaps



## Increased frequency of service



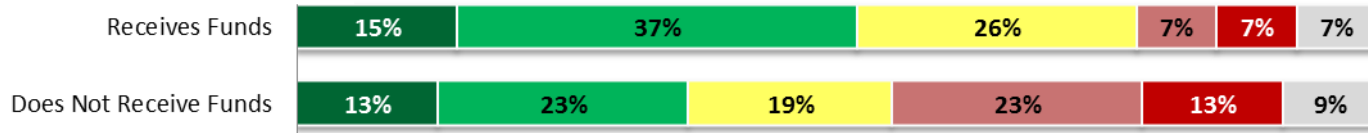
## Expanded service on weekends



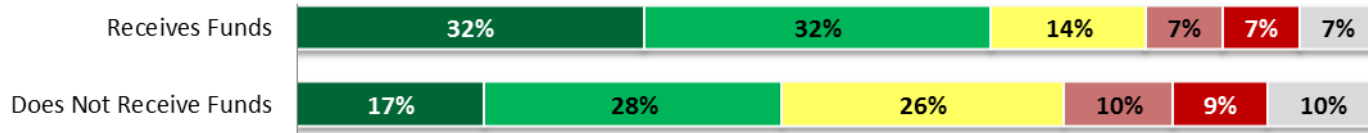
■ Strongly Agree 
 ■ Somewhat Agree 
 ■ Neither Agree Nor Disagree 
 ■ Somewhat Disagree 
 ■ Strongly Disagree 
 ■ Don't Know

# Funding vs. No Funding

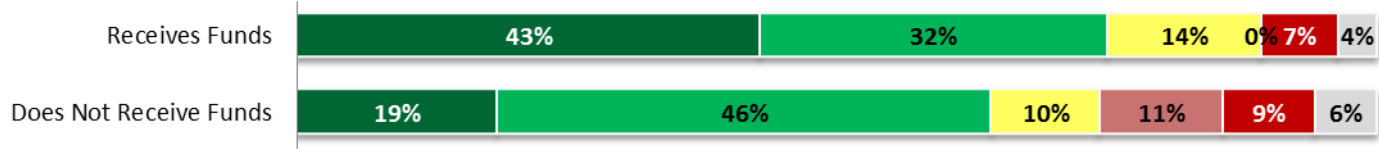
## Expanded hours of service



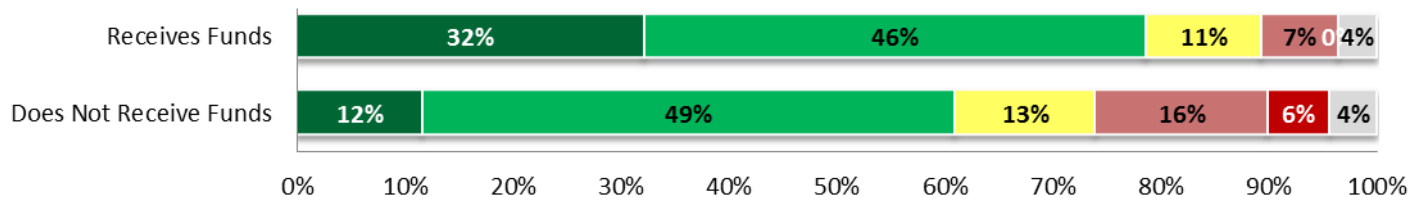
## Expanded service area



## More transportation options



## Simplified access to transportation services



■ Strongly Agree 
 ■ Somewhat Agree 
 ■ Neither Agree Nor Disagree 
 ■ Somewhat Disagree 
 ■ Strongly Disagree 
 ■ Don't Know

# Rider Survey Responses

Participating Agency	Location	Surveys Distributed	Responses Received	Response Rate
JAUNT	Charlottesville, VA	100	19	19%
St. Johns COA	St. Johns County, FL	131	32	24%
Neighborhood Transportation Services (NTS)	Cedar Rapids, IA	200	42	21%
Linn County LIFTS	Cedar Rapids, IA	250	75	30%
Seniors' Resource Center (SRC)	Denver, CO	750	232	31%
Valley Metro – East Valley Dial-a-Ride	Phoenix, AZ	750	101	13%
<b>Total</b>		<b>2,181</b>	<b>501</b>	<b>23%</b>

# Rider Survey Results

## Characteristics of respondents

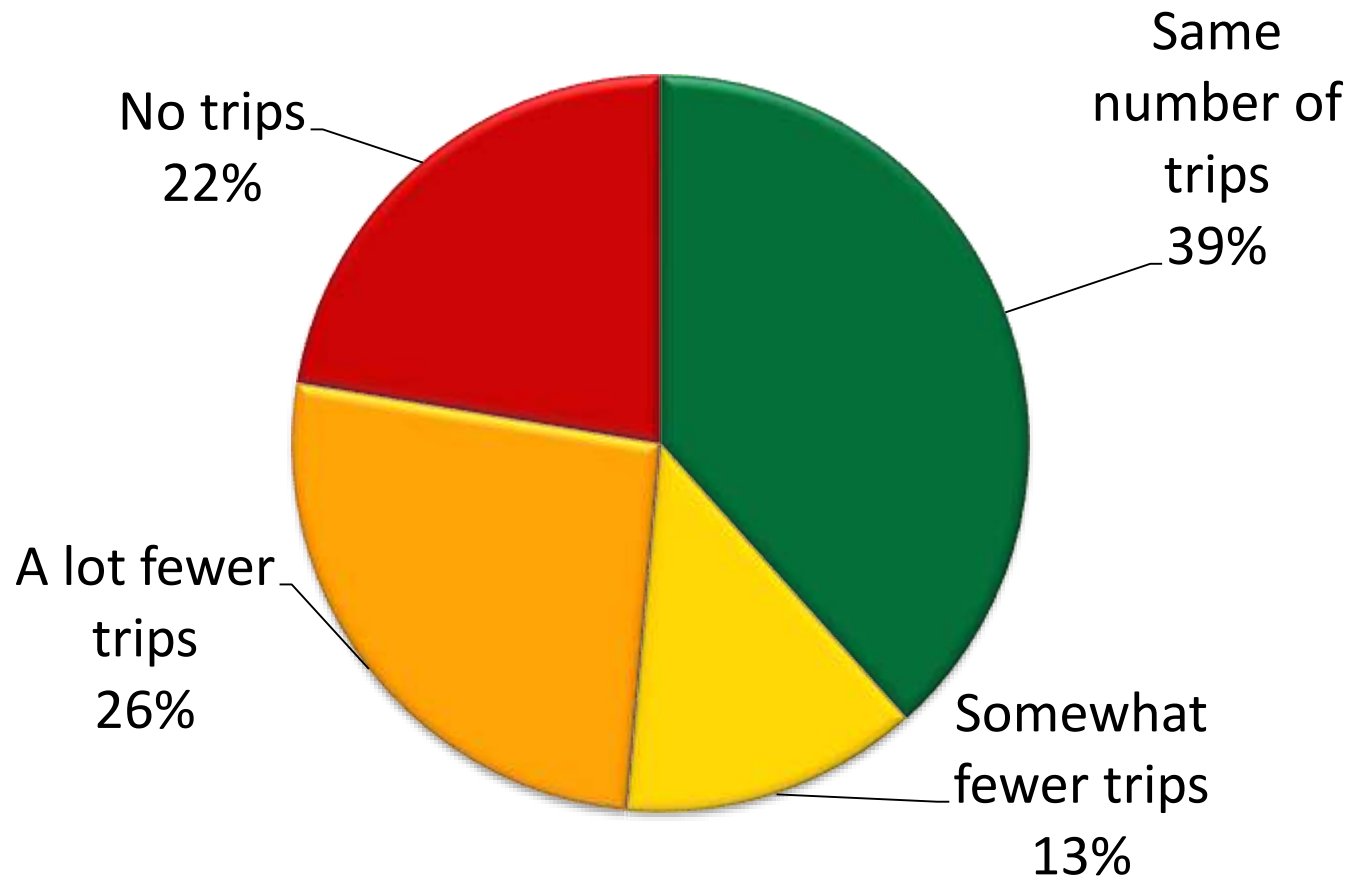
- 73% female
- 65% aged 65 or older
- 41% have a valid driver's license
- 23% have access to a vehicle
- 71% have a condition or disability that makes travel difficult
- 72% have household income below \$20,000
- 90% said the transportation service is very important to them
- 70% use the service for health care, 31% for shopping, 15% for work

# Rider Survey Results

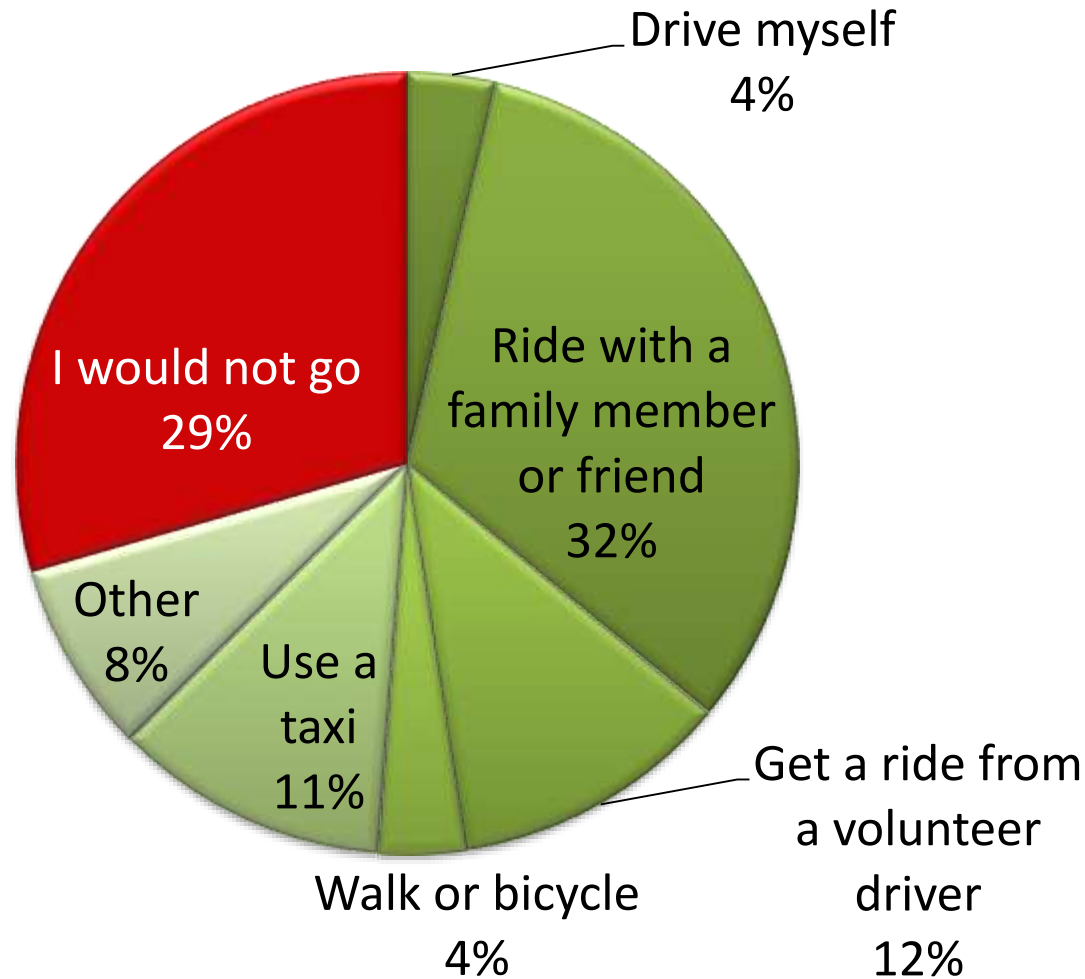
## Ease of Travel

- 45% said travel is difficult; 42% said it is easy
- 49% are always, or almost always, able to get transportation
- 20% said there was a destination they needed or wanted to go to during the previous week but did not due to lack of transportation
- Many would forego travel in the absence of transit

## If this service was not available, would you make the same number of trips or fewer trips for these activities?



# Most often, how would you get to where you're going if this service wasn't available?



# Rider Survey Results: Level of Satisfaction

	Very Satisfied	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied
Door-to-door service	<b>80%</b>	12%	5%	2%	2%
Comfort	<b>75%</b>	16%	5%	2%	2%
Cost of the service	<b>74%</b>	13%	6%	4%	2%
Ease of use	<b>72%</b>	18%	5%	3%	2%
Serves your needs	<b>71%</b>	20%	4%	2%	3%
Goes where you want to go	<b>69%</b>	18%	7%	4%	3%
Number of trips offered	<b>64%</b>	23%	8%	3%	2%
Access to information	<b>63%</b>	21%	10%	5%	2%
Scheduling procedures	<b>58%</b>	26%	6%	7%	3%
Weekend hours	<b>35%</b>	18%	26%	10%	12%



# Rider Survey Results: Perceived Changes in Quality of Service

	Better	Same	Worse
Door-to-door service	<b>33%</b>	64%	3%
Comfort	<b>31%</b>	67%	2%
Ease of use	<b>31%</b>	66%	3%
Serves your needs	<b>28%</b>	68%	4%
Goes where you want to go	<b>27%</b>	69%	4%
Access to information	<b>26%</b>	71%	4%
Scheduling procedures	<b>26%</b>	67%	7%
Cost of the service	<b>25%</b>	68%	8%
Number of trips offered	<b>20%</b>	75%	5%
Weekend hours	<b>15%</b>	73%	12%

# Impact of Mobility on Quality of Life

Life  
satisfaction  
measured  
as function  
of

- Age
- Disability
- Health status
- Income
- Missed a trip during previous week
- Difficulty in making trips

# Factors Affecting Life Satisfaction: Results from Ordered Probit Model (n=344)

Variable	Impact
Age	
Disability	
Health Status	+
Income	
Missed Trip Previous Week	-
Travel Difficulty	-

# Conclusions

## Evaluation of method

- Developed survey instruments
- Created evaluation method that can be used in different locations and over time

## Evaluation of programs

- Meeting needs of transportation-disadvantaged
- Positive impacts on efficiency, ease of access, and quality of service
- Positive impacts of funding for mobility management



Thank you!  
Questions?

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