



# HUMAN SERVICES TRANSPORTATION: MAKING MOBILITY AS A SERVICE UNIVERSAL

A VIRTUAL WORKSHOP

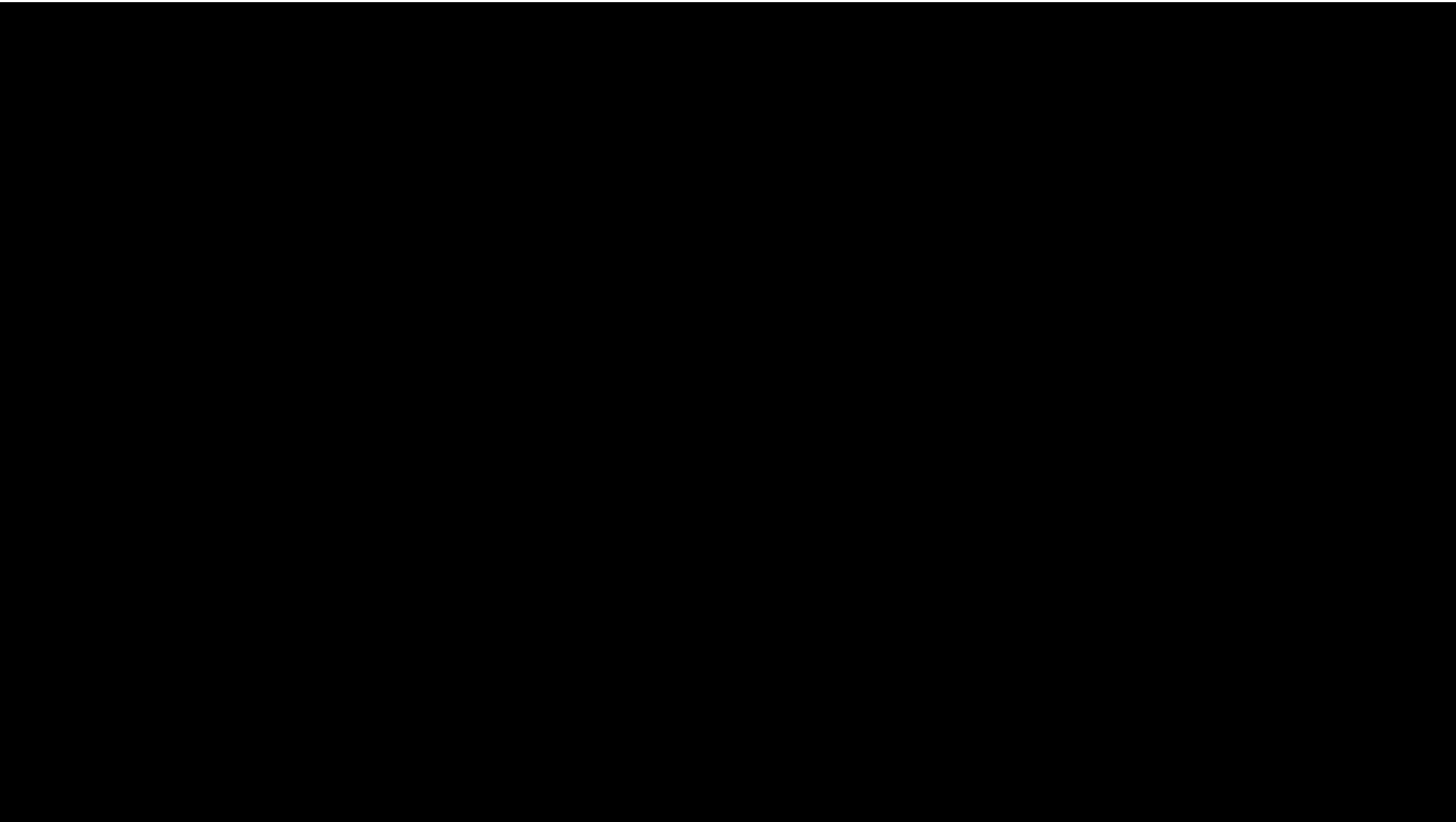


# Universal Mobility

## as a service



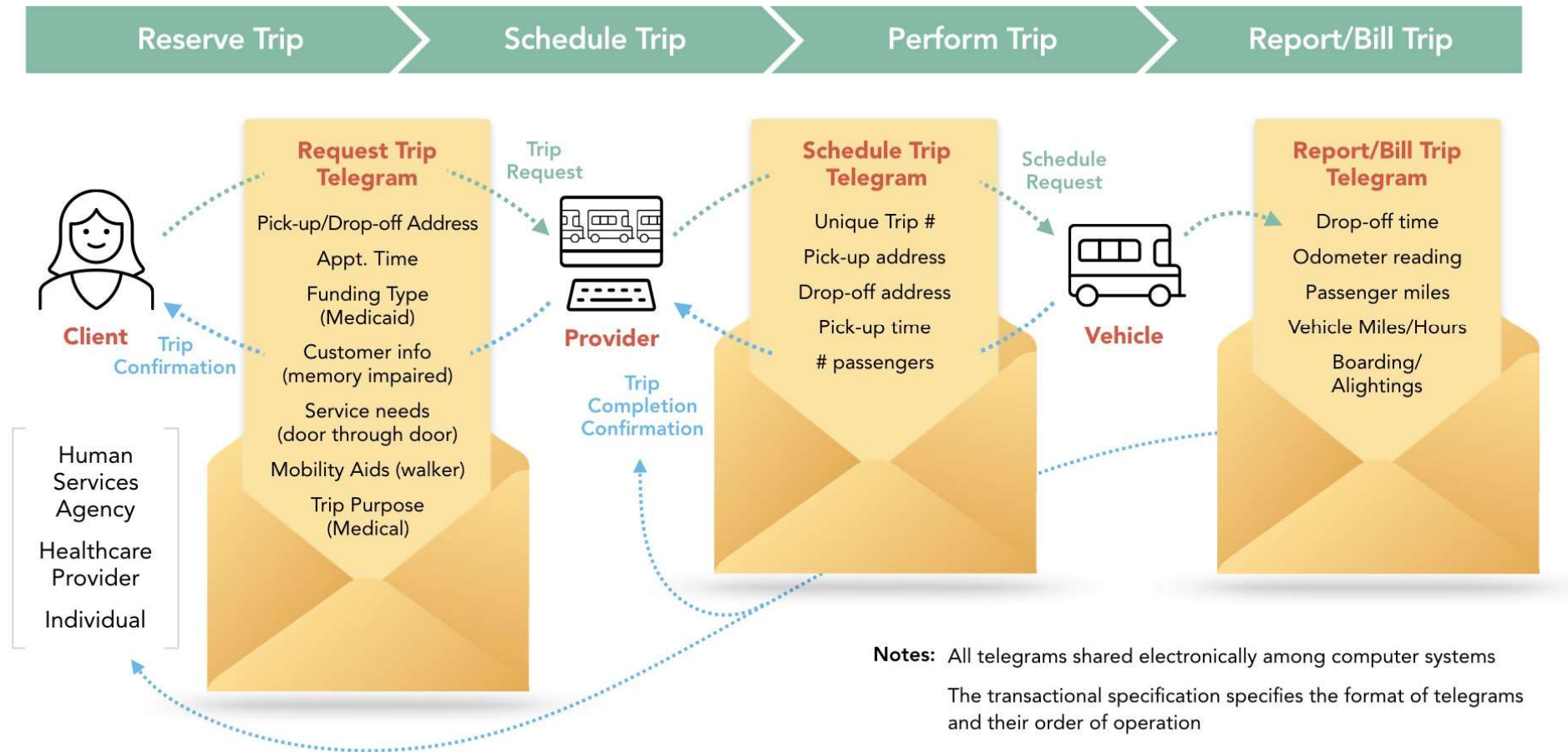
- ▶ A single, integrated network of traditional and non-traditional services that together serve EVERYONE
- ▶ Universal Design
- ▶ With or without AVs
- ▶ One stop shopping
  - ▶ Easy Discovery
  - ▶ Easy Booking
  - ▶ Easy Mode Transfers
  - ▶ Easy Payment



# Transactional Data Spec for DRT

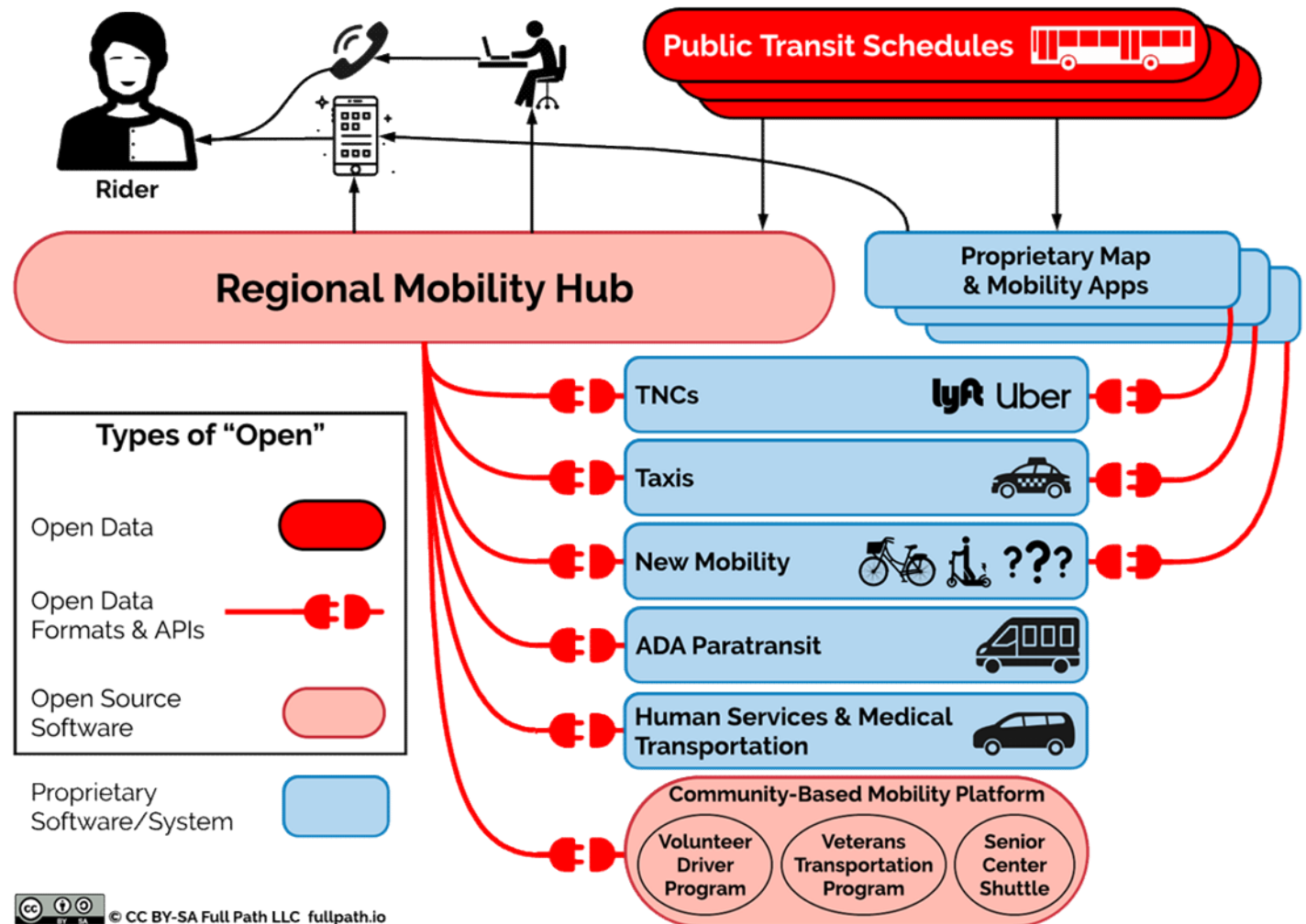
A common data format that allows trip data to be shared electronically

## Trip Cycle Supported by Data Specification





## Example Open & Universal Mobility Platform Architecture







# FlexDanmark

- “On-demand” transportation for all citizens
- 95% on-time performance defined as 15 min window
- 5.7 million annual trips
  - 15,000 trips/day on average
  - Peak day at +24,000 trips
  - 250,000+ returning customers every year
- Portal used by hospitals, medical offices, and human service agencies to connect clients to transportation
- High level of institutional coordination
  - 5 public transit authorities
  - 1 Nationwide system
  - 550+ providers (all private sector)
- Cost allocation built into the software
- Automated interface and common data specification



*Moderators*



Al Benedict, SUMC

Jana Lynott, AARP Public Policy Institute



Judy Shanley, Easter Seals  
National Center for Mobility Management



Roger Teal  
DemandTrans Solutions



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Joseph Yawn  
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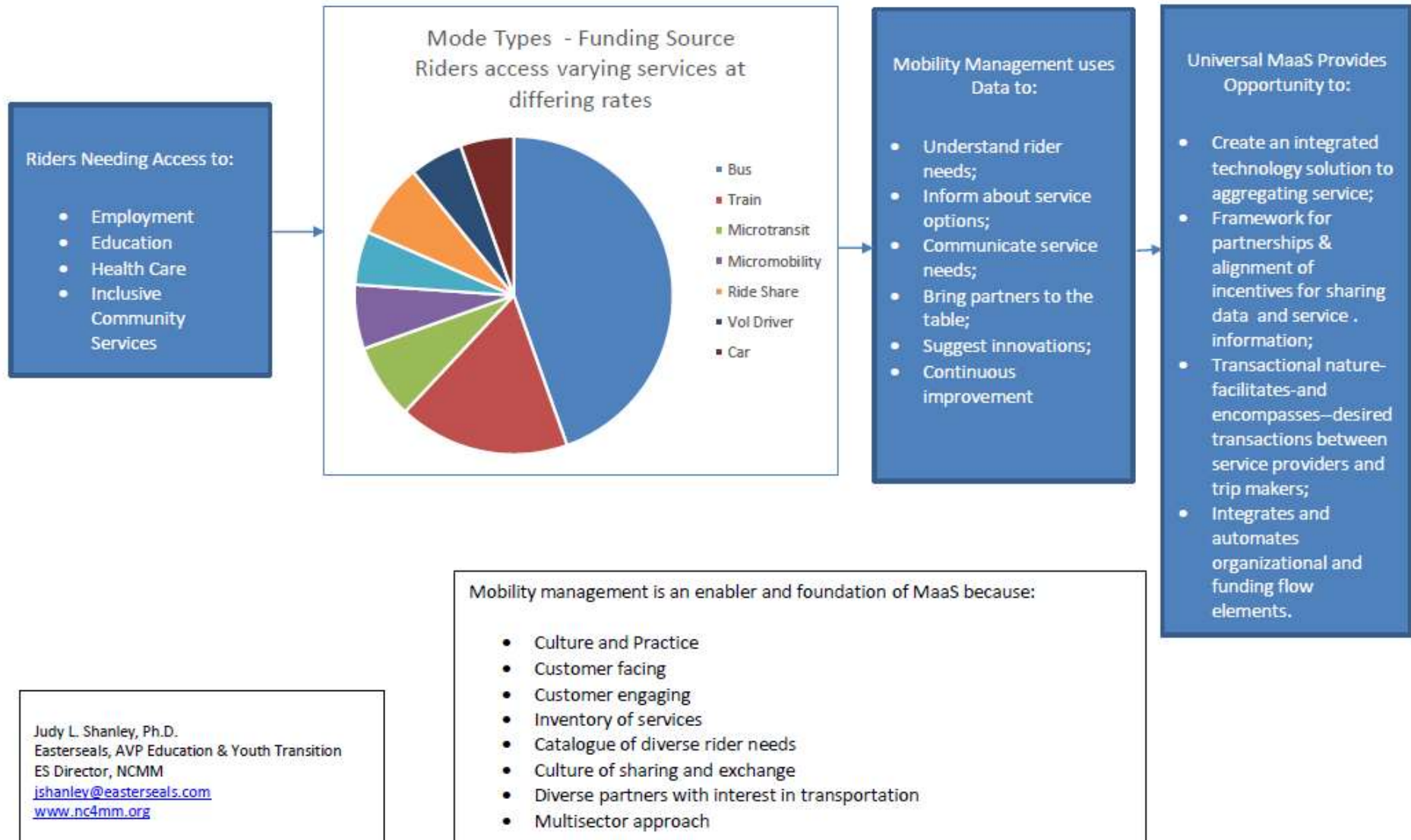


Danielle Nelson  
FTA, Rural & Targeted Programs

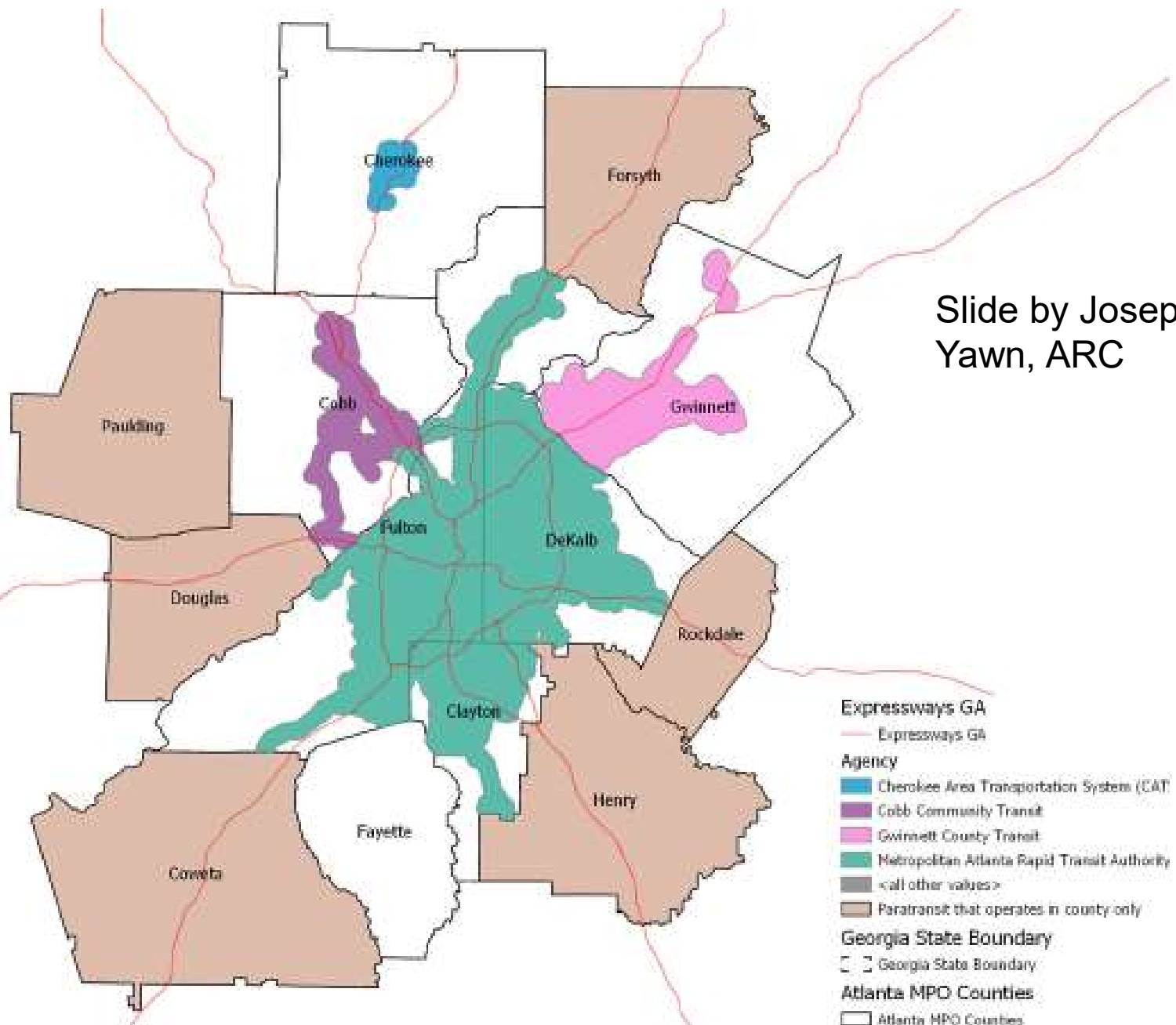


Susan Weber  
FTA Region 5

## Oh, the Places You Can Go....the Connection Across Data, Mobility Management, and MaaS

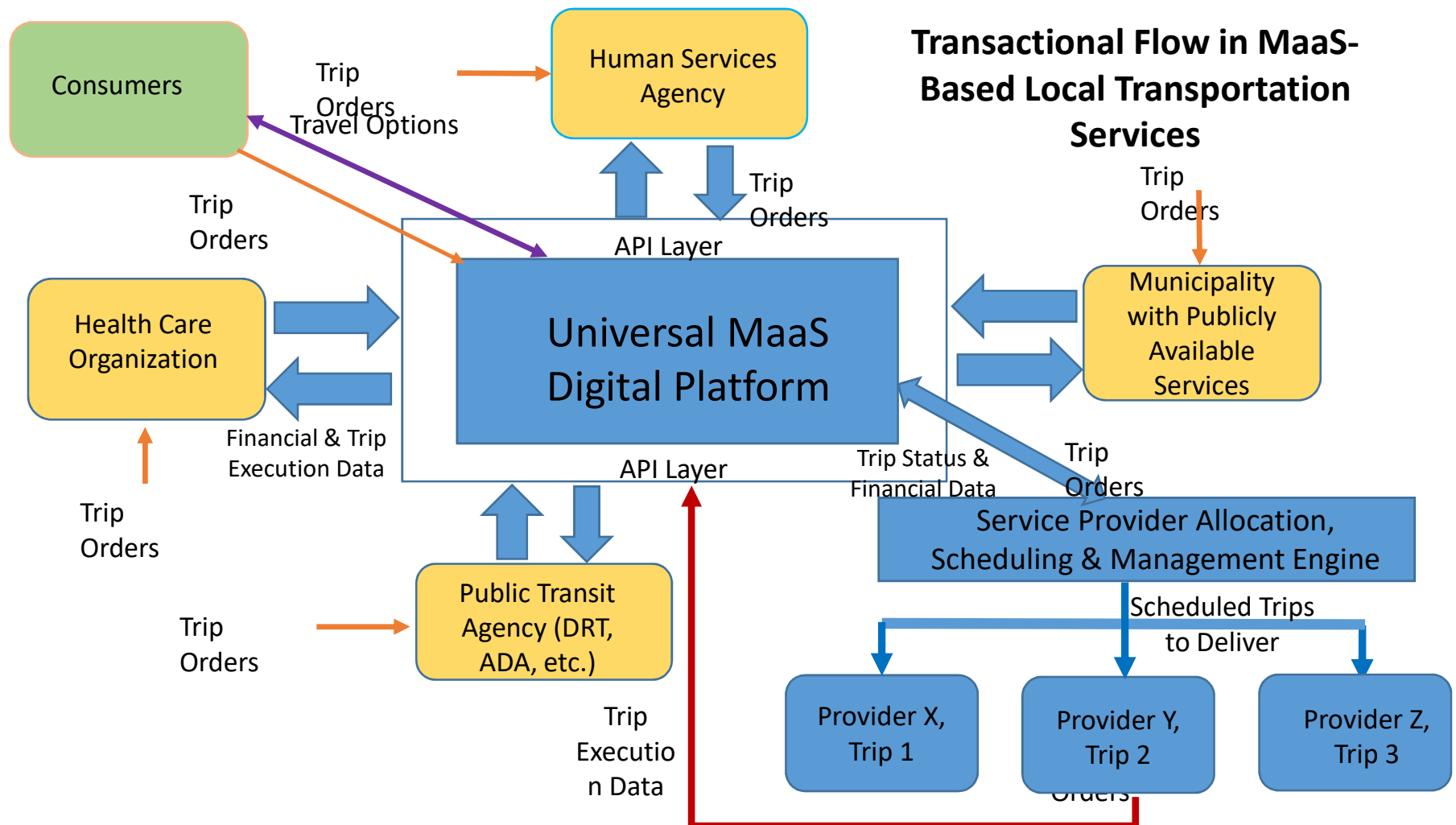






Slide by Joseph Yawn, ARC

Slide by Roger Teal,  
DemandTrans Solutions



People in rural and small communities have always been good at taking care of their own. ITNCountry provides the technology and know-how to connect vehicles, drivers, businesses, healthcare providers, and families into a do-it-yourself, community based transportation network solution.

Local Control

National Connection

One of the greatest mobility challenges facing the nation is transportation in rural communities. Rural America is 97% of the nation's land area but 19.3% of the population.

State of the Art  
Technology

Customized for Your  
Community

Ride Matching  
Algorithms by ESRI

Award Winning  
Salesforce Platform

Online Learning Center  
provides 24/7 support

Smartphone Enabled  
Ride Coordination

Reciprocity with ITN  
programs across the  
country

Volunteer or paid staff

Portal for customers,  
families, volunteers  
and health care  
providers



## CCAM Mission and Organization



### Mission

The CCAM issues policy recommendations and implements activities that improve the **availability**, **accessibility**, and **efficiency** of transportation for the following targeted populations:



**Individuals with Disabilities**



**Older Adults**



**Individuals of Low Income**

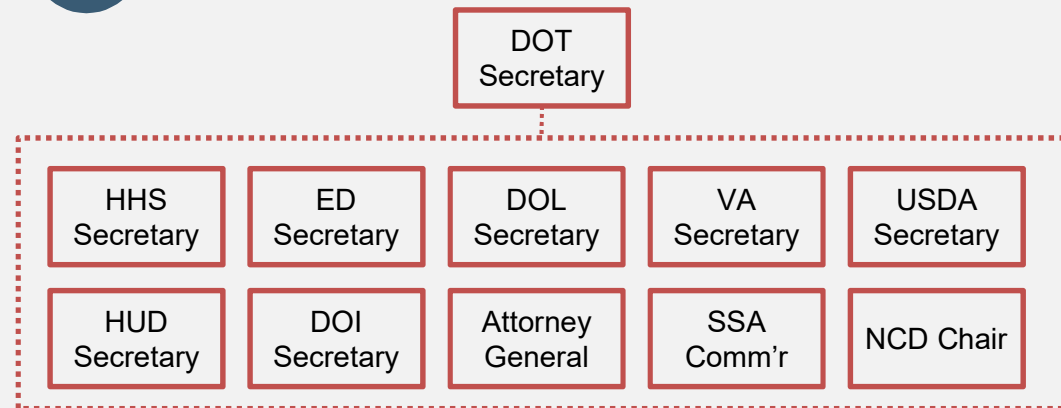


### History

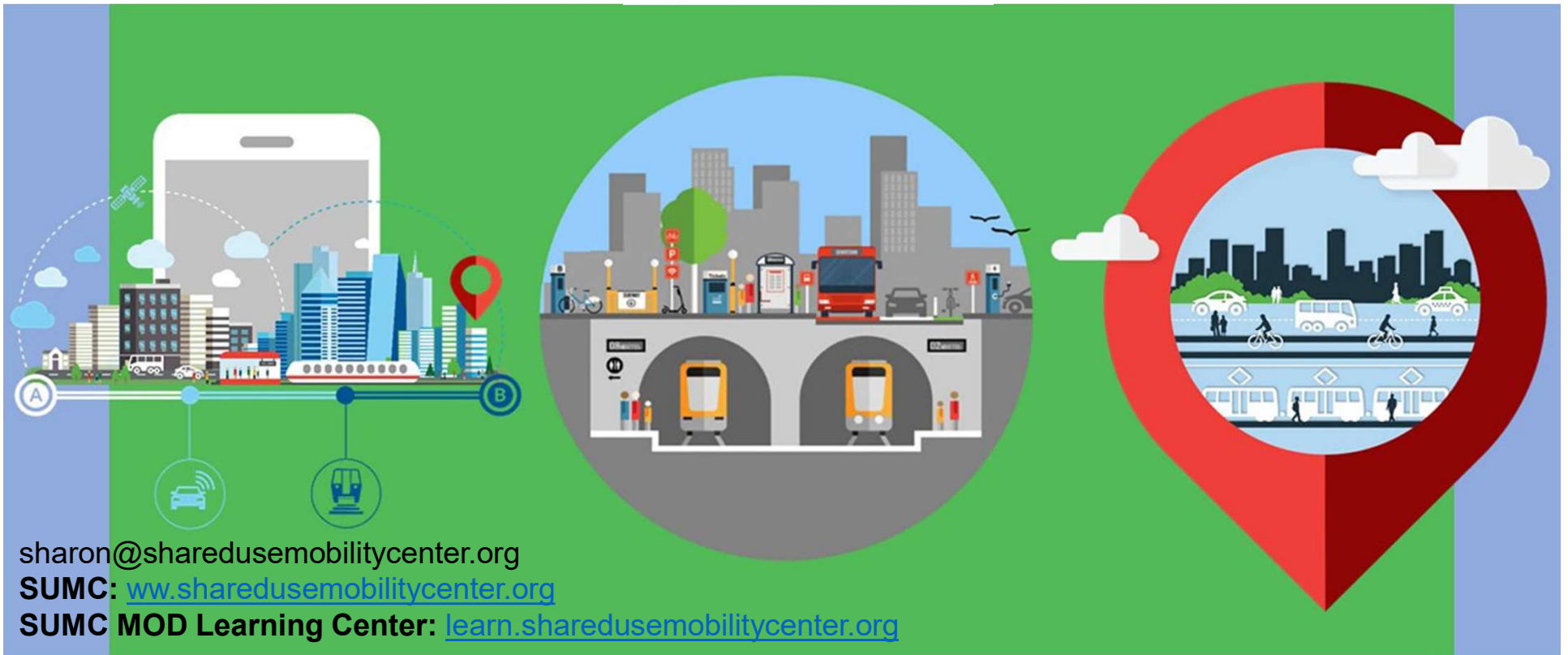
The CCAM is an interagency partnership **established in 2004 by Executive Order 13330** to coordinate the efforts of the Federal agencies that fund transportation for CCAM targeted populations.



### Organization



# THANK YOU!



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**SUMC:** [www.sharedusemobilitycenter.org](http://www.sharedusemobilitycenter.org)

**SUMC MOD Learning Center:** [learn.sharedusemobilitycenter.org](http://learn.sharedusemobilitycenter.org)



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