

# Coordination Strategies

A Coordinate and Consolidate Transportation Services and Resources (Category)			
	Strategy	Key Elements	Benefits
1	Allow joint purchasing	Coordinate purchases such as vehicle maintenance, insurance, driver training and substance abuse testing	Reduces costs by “buying in bulk;” increases consistency across organizations
2	Outsource business functions	Contract with external agencies for business services such as accounting, billing, or dispatching	Increased efficiency by allowing agency to focus on key mission while outside contractor handles ancillary functions
3	Contract between agencies	Allow providers with excess capacity to “sell” rides to other organizations, which are reserved for their clients	Improves service productivity and cost-effectiveness
4	Contract with common carrier	One or more sponsors have contracts with a common carrier, such as a public transit agency, and permit co-mingling of clients on the carrier’s vehicles	Increases vehicle productivity; reduces per trip costs
5	Share resources	Share use of operational and capital resources (vehicles, facilities, support services)	Reduces costs; increases vehicle productivity; improves service quality
6	Coordinate dispatch	Create centralized call center and share trip dispatch under single entity within an organization. Buy software that incorporates reservation and scheduling capabilities and/or uses vehicle location information	Improves program access; creates cost-efficiencies; maximizes ridesharing; removes obstacles to providing same day, shared ride service; potential to reduce costs and increase productivity
7	Consolidate business functions	Merge various operating functions, such as call center or service delivery, from several agencies under single entity	Improves program access; creates cost-efficiencies
8	Coordinate volunteer driver training	Merge volunteer driver training across programs	Volunteer drivers are qualified to drive clients of more than one program
9	Implement tools that support data management	Install tools that improve data integrity, fare collection, cost sharing/allocation, billing, reporting and transfers	Improves service operations, design and management; may create cost savings
10	Coordinate agency schedules	Coordinate connections between transit services. Coordinate transit service hours with health services, social services, and employment schedules	Improves program access, could result in cost-efficiencies by grouping rides from similar origin/destination locations

<b>B Mobility Strategies (Category)</b>			
	<b>Strategy</b>	<b>Key Elements</b>	<b>Benefits</b>
1	Improve service convenience	Improve/expand service hours, geographic coverage, driver assistance, same-day service, inter-city services, etc. Purchase additional vehicles. Use software that matches service information with data to maximize service design and enhance productivity	Enhances travel and service options; increase services productivity and frees resources for service expansion
2	Establish/enhance volunteer driver programs	Develop/incorporate volunteer driver program to deliver services	Low cost strategy to increase service, community involvement
3	Establish/enhance assisted transportation programs	Train volunteers to help riders who are unable to use transit services without personal assistance	Increase access to transit services
4	Establish/expand taxi subsidy programs	Provide vouchers to partially or completely pay for taxi services	Offers flexible service; increases travel options
5	Improve access to transit stops	Make accessibility improvements at bus stops, such as installing accessible pedestrian signals	Improves accessibility of fixed-route; does not require on-going funding; can reduce reliance on paratransit
6	Maintain existing vehicle fleet	Replace existing buses appropriate to their age/wear and tear	Future levels of service match current levels

<b>C Communication, Training and Organizational Support (Category)</b>			
	<b>Strategy</b>	<b>Key Elements</b>	<b>Benefits</b>
1	Centralize information	Create centralized listing of regional transportation services	More user friendly ; increases access to service
2	Hire mobility manager	Dedicate personnel resources to manage local mobility issues and/or staff coordination efforts	Creates staff resources to promote and implement coordination efforts
3	Provide technical training for coordination staff	Obtain technical training on background skills needed to implement coordination strategies, such as financial tools, team-building, etc.	Ensures local coordination staff has skills to implement recommended programs
4	Offer customer travel training	Encourage targeted populations to use transit services by teaching them how to ride the bus	May reduce paratransit costs by moving riders to fixed route services; increases consumers' transportation options; means to offer culturally specific training to target groups
5	Convene regional coordination body	Convene transportation providers and human services agencies to discuss on-going coordination needs within each region	Designated body can oversee implementation of identified coordination efforts. Could initiate studies such as identifying and tracking transportation spending within region to promote understanding of dollar trail
6	Educate public of transportation options	Marketing and education to teach consumers about their transportation options	Increased ridership, could target culturally specific groups
7	Educate regional professionals of transportation options	Education of human service professionals of the whole spectrum of transportation options available to clients	More cost-effective and efficient recommendations to clients
<b>D Additional Strategies</b>			
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2			
3			