



U.S. Department of Transportation
Federal Transit Administration



Road to Coordination: Lessons Learned while Developing the San Luis Obispo County TMCC

Background

In July 2015, United Cerebral Palsy of San Luis Obispo's Ride-On Transportation was awarded a Federal Transit Administration Mobility Services for All Americans (MSAA) Intelligent Transportation Systems (ITS) research grant to design an interoperable, replicable, and scalable Travel Management Coordination Center (TMCC) for San Luis Obispo County, California. The vision of the community-focused TMCC is "to enhance personal mobility across San Luis Obispo County."

Objectives

The goals of the TMCC project are to use technology to provide real-time transportation information and trip-scheduling choices for the general public through the coordination of public and human service demand-response transportation providers.

Findings and Conclusions

This report conveys experiences and lessons learned through the TMCC planning and system engineering process, focusing on community activities in seeking to improve personal mobility, human service and public transportation coordination and discussing technology solutions that can benefit the development of a TMCC.

This document was prepared to provide lessons learned from direct participant experience in designing the San Luis Obispo (SLO) County TMCC under FTA's MSAA Program. Included is information on the process the SLO community went through during the two years of its MSAA deployment planning grant. The focus was on developing technology to connect customers with transportation providers of both fixed-route and specialized transportation services.

This report provides lessons learned from direct experience in designing a TMCC to help a county or region improve its social service transportation network to make it easier for customers to get information about transportation options and schedule rides. The report also reviews the SLO planning process and focuses on how a region can create its own TMCC planning process.

Extensive public outreach was conducted, and a TMCC Advisory Committee was created of interested stakeholders that focused on leveraging stakeholder knowledge in addressing specific aspects of the TMCC, including transportation providers, technology, and users/riders. Based on needs input, proposed TMCC customer access included in-person, telephone, website, and mobile app solutions. The project's system requirements process

focused on what the TMCC would do to meet customer-focused goals and objectives, including high-level functionality, customer access, system input and output requirements (customer and staff portals and provider portals), and data management and reporting.

Guidance is provided on process leadership, project management, task timelines, community and stakeholder engagement, and assessment of transportation providers. A step-by-step guide for creating a TMCC plan is provided that includes information on operations, implementation, and community buy-in and funding opportunities.

Benefits

This document provides a step-by-step document in developing a local TMCC, plan for its creation, and provide methods leading to greater transportation coordination. In documenting its journey, SLO County hopes others will benefit from the proposed TMCC and its design process.

Project Information

FTA Report No. 0119

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