



U.S. Department of Transportation
Federal Transit Administration



Reference Manual for Planning and Design of a Travel Management Coordination Center (TMCC)

Background

Intelligent Transportation Systems (ITS) and other technologies can serve a valuable role in the coordination of mobility services for the transportation-disadvantaged as provided by transit, paratransit, and human service transportation providers. These technologies are integrated through the concept of a Travel Management Coordination Center (TMCC), developed and demonstrated through the U.S. DOT Mobility Services for All Americans (MSAA) Initiative. The MSAA is a complementary effort to support the work of the Federal Interagency Transportation Coordinating Council on Access and Mobility (CCAM) by addressing the coordination challenge using technology. The goal of the MSAA Initiative is to increase mobility and accessibility for the transportation-disadvantaged and the general public and achieve more efficient use of Federal transportation funding resources through technology integration and service coordination.

Objectives

The objective of this manual is to serve as a reference for planning and designing a TMCC using ITS and other technologies to enhance the coordination of mobility services for the transportation-disadvantaged. It is envisioned that this manual will facilitate, and thereby encourage, local efforts to pursue the use of technology for this purpose.

Findings and Conclusions

The MSAA Initiative served to explore the potential use of advanced technology to enhance the coordination of transit, paratransit, and HST services in communities in which there are multiple mobility service providers, with various ITS and other technologies integrated through the concept of a Travel Management Coordination Center (TMCC).

A TMCC offers many potential benefits for customers with special needs, including:

- One-call access (with no wrong number) to the transportation system
- Improved accessibility and more choice of service
- Expanded hours/increased flexibility for customers
- Expanded service to currently underserved customers
- Expanded geographical coverage and/or improved cross-boundary service
- Increased ability for all to use public transportation, thereby maximizing mobility

- More efficient and less duplicative services
- Better use of limited public resources
- Increased level of customer service

This manual identifies four major steps to assist in the development of a TMCC:

- 1.) Assessment of barriers and key unmet needs.
- 2.) Development of a vision of the desirable customer experience.
- 3.) Development of a TMCC Vision among stakeholders defining key organizational and technological choices across the nine stages of the provision of service.
- 4.) Conduct of an ITS Systems Engineering project process.

The manual also outlines key lessons learned from the MSAA Initiative as they relate to the institutional foundation needed to develop and sustain a TMCC and identifies many resources to assist those planning a TMCC.

Benefits

The concept of using technology to enhance the coordination of community transportation has evolved considerably. More and more communities are likely to explore the feasibility of a TMCC in the future, as shown by the current MSAA planning demonstration project. This manual will assist those communities wishing to pursue this vision. The manual will be of particular value to those communities where there are multiple human service and public transportation providers, transportation coordination has already been recognized as a community priority, the key stakeholders have agreed to work together, and the stakeholders have agreed to pursue technology as a key tool to enhance coordination.

Project Information

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