IMPLEMENTATION

Southwestern Pennsylvania Public Transit-Human Services Coordinated Transportation Plan

ATWIC Before:
- *Between 2001 and 2013, ATWIC helped to leverage federal Job Access Reverse Commute (JARC) and New Freedom (NF) dollars for implementation of $66.2 million in transportation access projects in Southwestern Pennsylvania.*

ATWIC Now:
- *JARC and NF funding programs no longer exist; however, ATWIC remains committed to making certain the region's most vulnerable populations have reliable and affordable access to jobs and services.*

Formal ATWIC Mission, Vision, and Core Functions

Mission
Facilitate a robust regional forum to address transportation accessibility issues and develop new ideas and solutions to bring about meaningful change in people's lives.
Vision
An integrated regional network of transportation services and facilities that provide measurable improvements toward greater freedom of mobility for all.
Core Functions
1. Provide a forum to discuss transportation accessibility and/or mobility with broad involvement from transportation providers, human service agencies, and the clients that rely on these services.
2. Act as a resource for advocacy through technical assistance and education and information.
3. Be a bridge between agencies, advocates, and decision makers.
4. Maintain and facilitate the coordinated transportation planning process.
5. Be a "champion for change" in Southwestern Pennsylvania.

The Alliance
- *During FY2014-2015, The Alliance played a key role in the development of the Southwestern Pennsylvania Public Transit • Human Services Coordinated Transportation Plan.*
- *In FY2015-2016, the focus of The Alliance shifts toward implementation of strategic solutions found in the Coordinated Plan.*
- *The Alliance has the opportunity to take the lead in regional efforts to strengthen our transportation network, so that all SW PA residents have access to jobs and services.*

Role of The Alliance
1. Devise projects that will provide a more seamless network of services, reduce any unnecessary duplication of resources, and support pragmatic coordination among agencies actively involved in transportation.
2. Utilizing SPC staff for technical assistance, direct and carry out project implementation.

1 **PUBLIC FUNDING** - *Investment in public transportation is insufficient, making it difficult to maintain let alone enhance services.*
   - Encourage the creation of local funding programs to leverage state and federal funding.
   - Promote the transition of transportation from a need to a basic human right to increase its importance in human service organizations.
   - Foster a change in philosophy in public funding from one that follows the program to funding that follows the customer.
   - Develop models for alternative transportation funding that partner with private industry for the benefit of all.

2 **AVAILABILITY & ACCESSIBILITY** - *Insufficient levels of service, limited geographical coverage, minimum urban/rural connectivity, complicated cross-county travel, inaccessible facilities, and lengthy trips challenge those most dependent on public transportation services.*
   - Facilitate cross-county travel, ideally with one-seat rides where possible.
   - Develop an integrated transit network that allows for easier utilization of services and improved connectivity.
   - Encourage vehicle sharing and increased driver volunteerism.
   - Enhance physical access to transportation that is accessible to those with cognitive, physical, and/or visual limitations.
   - Improve transit services to expand/reallocate service to meet the identified gaps in transit availability.

3 **COST & AFFORDABILITY** - *Transportation services are costly to provide, and dependence on public subsidies for ongoing operations impacts the quantity, quality, and affordability of the services that exist.*
   - Encourage agency regionalization without negatively impacting service.
   - Reduce cost of unsubsidized trips on existing public transportation services.
   - Develop and implement performance measures to track program and service efficiency to identify areas in which improvement may be needed.
   - Research and implement technological applications to increase the efficiency of transportation and reduce costs while improving customer service.
   - Work with private industry to modernize human services transportation.

4 **PROGRAM POLICIES & REGULATIONS** - *Human service program policies and regulations limit flexibility in the utilization of funds and preclude agencies from having the capacity to fully serve and meet the needs of their clients.*
   - Broker a conversation between regulators, providers, and consumers to reduce barriers caused by program policies and regulations.
   - Develop a coordinated regional voice to advocate for a common-sense approach to human services transportation (HST).
   - Collaboratively develop regional service standards and share with both customers and end-destinations (such as medical facilities) to establish common expectations.

5 **EDUCATION & INFORMATION** - *A lack of information regarding available transportation options and their use can hinder a person's ability to get to the places and services that are necessary to daily life.*
   - Improve service information available to both human service providers and their clientele.
   - Promote public transit "literacy" throughout the region.
   - Implement hold-harmless and anonymous service feedback tools.
   - Create a standard level of expected training and education for human service providers.