Commission for the Transportation Disadvantaged: 2022 Annual Conference

Looking Back – How Far We’ve Come

Consider the Dilemma of Biosphere 2

No Growth Without Change

“We waste a lot of time and energy trying to stay in the comfortable bubble of our self-made Biospheres. We fear the stresses and challenges of change, but those stresses and challenges are the wind that makes us stronger.”

Jay Shetty

Project GROW

Gain a fundamental knowledge of the program

Research and test for new ideas

Operate like a business, but think like a teacher

Wow the customers with what we do!

1. Gain a Fundamental Knowledge

- The goal of ***human*** service transportation is to ensure **access** to the community.
- Coordination is **how** we achieve this goal.
- "Cost-effective," "efficient," and "reduce duplication" are tenets of the program.
- Start with the riders' needs and work backwards to the operational needs.

2. Research and Test for New Ideas

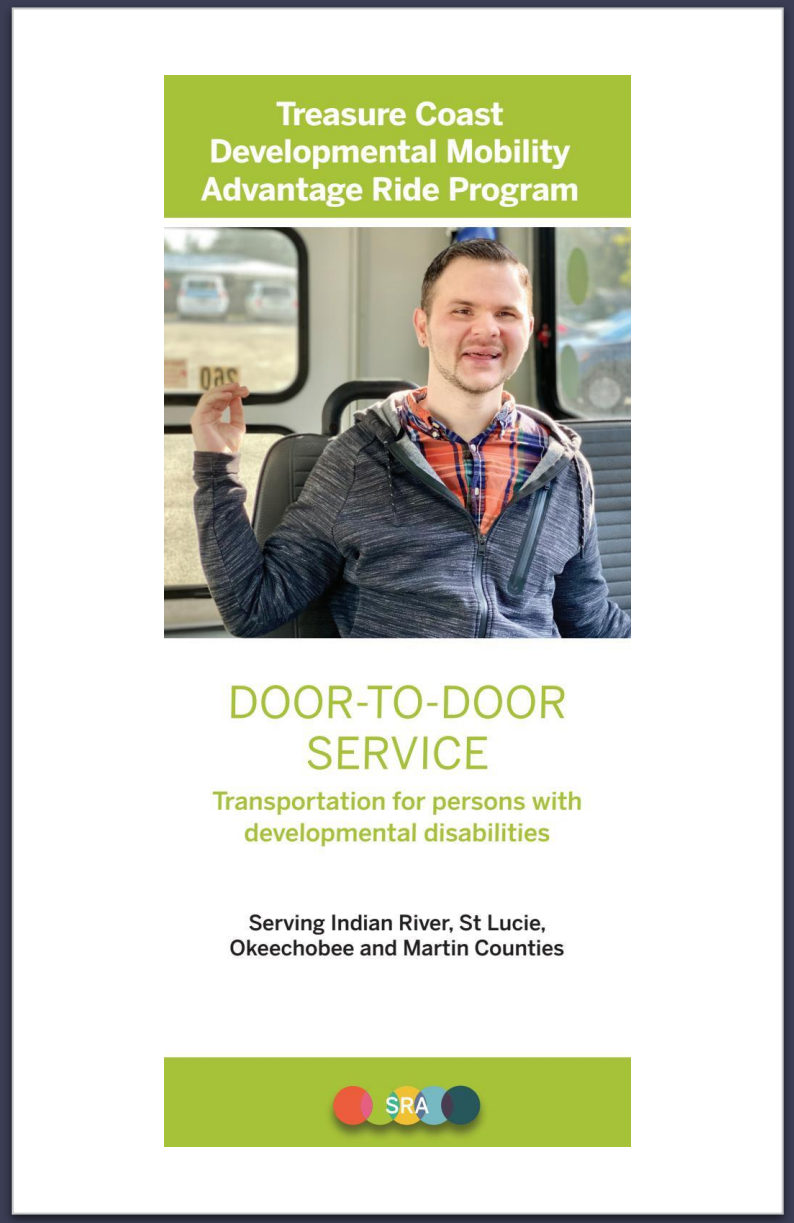
- Google defines “innovate” as introducing new methods or ideas to something established.
- Requires a willingness to take calculated risks.
- New ideas need an **incubation period** before determining as “success” or “failure”.
- Consider how lessons learned could be applied to other systems and services.

3. Operate like a Business; Think like a Teacher

- Understand what motivates stakeholders (customers, operators, purchasing agencies).
- Consider factors impacting service delivery (workforce shortages, cost of living, etc.).
- Compile and report accurate data to demonstrate service needs/effectiveness.
- Consider how information is disseminated to internal/external stakeholders.

4. Wow the Customer

- A “customer” is a person or organization that is invested in the services.
- Increase awareness among stakeholders, including elected officials, businesses, etc.
- Encourage champions and partners to promote the program whenever possible.
- Identify “complementors” in the system.



Case Study: Advantage Ride Pilot Project

- Identified unmet/underserved needs for individuals with intellectual, developmental disabilities.
- Tested new services to support employment, educational, and cross-county trips.
- Braided funding from CTD, Florida Development Disabilities Council, and St. Lucie County.
    - St. Lucie increased share when CTD funding was repealed for one year.
- Reported high customer satisfaction, gaining community support.

Fiscal Year 2022-23 Priorities

Improve the accuracy of performance data reported to CTD, the Governor, Legislature and other stakeholders.

Continue supporting new service projects through the Innovative Service Development Grant and other collaborative initiatives.

Improve the quality assurance process for Community Transportation Coordinators and Planning Agencies.

Facilitate informational workshops and forums to engage stakeholders on important issues.

Develop a five-year strategic plan to implement long-term improvements to the program.

What Ever Happens – Hang On – It’s Gonna Be A Wild Ride!