

## **Fact Sheet**

### **Capital Area Transportation Solutions Training**

**Mission.** To remove transportation barriers for the transportation disadvantaged by empowering case workers, social workers, call center staff and other front-line staff with knowledge of the family of public transportation services available in the Capital Area.

#### **Methods:**

##### Identify partners and analyze baseline conditions:

- Administer baseline survey of front-line knowledge of family of transportation services among partnering organizations.
- Compile existing baseline data on customer satisfaction among partnering organizations.

##### Develop and administer transportation solutions curriculum.

- Work with national and local experts to develop a curriculum around transportation solutions in the Capital Area.
- Provide training to partnering organizations.

##### Assess performance:

- Administer post-training survey of knowledge of family of transportation services among partnering organizations.
- Compile data on customer satisfaction and compare it to baseline data.

##### Expand transportation solutions training:

- Depending on program success at improved knowledge and customer satisfaction, identify additional partnering organizations and develop recurring training opportunities for existing partners.

**Background.** The idea for this program was conceived during a three day “Transportation Coordination Institute” conducted by the Community Transportation Association of America in Austin, TX in August 2009. An interdisciplinary team representing the Capital Area Regional Transit Coordination Committee at this event arrived at the idea of transportation solutions training as a method for helping to simplify a complex transportation system for disadvantaged users. The region is taking steps toward implementation of a regional “511” service and other components of a “one stop shop” for transportation information across providers. Providing transportation solutions training to front line workers in health and human services field is complementary of these efforts, and is consistent with the “no wrong door” approach to social service eligibility and delivery currently being explored in the health and human services arena.

**Initial Participants and Technical Support.** The following individuals have been involved in the initiation of this effort on behalf of the Capital Area Regional Transit Coordination Committee: Alderman Bill Hamilton, City of Rollingwood (Chair, Capital Area RTCC); Sherri Fleming, Travis County Health and Human Services and Veterans Services; Vanessa Sarria, Community Action Network; Lyle Nelson, CARTS; Meredith Highsmith, Capital Metro; Jackie McLaughlin, Texas Health and Human Services Commission; Don Cabiness, HHS Medical Transportation Program; Stevie Greathouse, CAMPO; David Fowler, CAPCOG; Sean Moran, CAPCOG; Jeanie Teal, Faith in Action Caregivers. Additional technical support for the effort may be made possible through the Texas Department of Transportation and the Community Transportation Association of America.

Visit <http://www.capitalareartcc.org> for more information.