Mobility Management

"Mobility management" is a transportation practice that is more concerned with information and coordination than with transporting people. It can be funded through the Consolidated Grant program.

Mobility management strategies make it easier for residents to know all their travel options and how to use them so they can plan their trips and travel easier. Strategies can improve awareness and coordination among care providers those residents are trying to reach. The end results are better access to services for residents, reduced inefficiencies in delivery for service providers, and improved health outcomes.

The best approach is one that meets specific needs and addresses locally identified barriers. It could include:

Communication

- Keep current information about local transportation options available for staff and clients and help clients understand which services can best meet their needs
- Develop and promote coordinated online and print resources to inform and educate about all mobility resources available within the region and connecting services, possibly including a one-click/one-call information and trip planning resource
- Conduct joint outreach and community events with transportation and human services providers

Coordination

- Keep WA 2-1-1 transportation information for all providers in the Peninsula region up to date
- Look for opportunities to formally share vehicles between non-profit providers or share rides between program providers to meet multiple community needs with the same vehicles, consistent with the terms of funding programs and "braiding" of revenues
- Convene human services providers and transportation providers on a regular basis to strengthen cross-sector relationships and foster new partnerships and innovative approaches tailored to the needs of the Peninsula Region and the Olympic Community of Health and CHOICE networks

Education

- Increase public awareness of available services through promotions, branding, outreach, or other measures that increase the visibility of existing services
- Develop and deploy travel training programs to help people learn how to use the available services confidently and make connections with other systems, and promote existing training programs
- Hire multilingual staff to assist with trip planning and travel training for the public

Planning

- Evaluate feasibility of volunteer driver programs for particularly hard-to-serve groups
- Explore ways to "collect and connect" outlying residents to existing fixed route services
- Include a few transportation-related questions on public surveys and provider polls conducted for Community Health Needs Assessments and county Community Health Assessments to better understand the barriers to access and develop more targeted strategies and services