RCTP UPDATE- ONE CALL /ONE CLICK SYSTEM

Background

H-GAC's Transportation Department has served as the lead agency for the development of the Regionally Coordinated Transportation Plan (RCTP) in the Gulf Coast planning region since 2006. The purpose of the RCTP is to improve the transportation options for the elderly (65 and over), persons with disabilities, persons with low incomes, youth, veterans and others. The Regional Transit Coordination Subcommittee (RTCS) to the Technical Advisory Committee (TAC) is the local steering committee for the RCTP development, 5- year updates and implementation process. The RTCS approved an Action Plan which includes a long list of regional transit coordination projects including but not limited to the following:

- Improved coordination with local elected officials and business leaders
- Regional seamless fare system
- Better access to information about available transportation services
- Innovative funding strategies to sustain and expand existing transit services, where feasible.

According to a national research study:

"Finding travel information can be daunting for specialized transportation customers. In response, a number of states, regions, and counties have implemented services and systems that help these customers and others identify—and in some cases access—transportation services and programs that match a specific trip they wish to take or their general travel needs."[1]

Another research study noted that:

"Report 832 uses a continuum of functionality from simple to advanced as portrayed in Figure 1, to describe the variety of systems in existence. The simplest system is a link to a central repository of limited transportation resources and static information. The more advanced systems provide information that is kept current, presented in an accessible format that can be manipulated by users, and offers amenities like direct trip booking and payment."[2]

---

[1] State DOTs Connecting Specialized Transportation Users and Rides Volume 1: NCHRP Research Report 832 (2016).

[2] National Aging and Disability Transportation Center, 2017 Transportation Trends, December 2017.

Figure 1. Continuum of one-call/one-click systems as defined in NHCRP Report 832
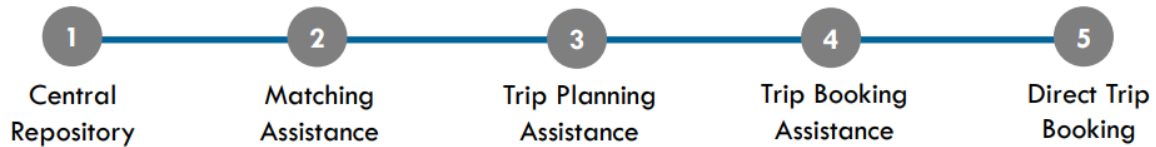

Current Situation

H-GAC staff recently coordinated with other regional transportation stakeholders in developing a One Call/ One Click transportation resource system. The local concept includes an online interactive database and a regional transit trip planner using the Google Transit platform. It will augment the telephone call referral process between the United Way 211 HELPLINE and Harris County RIDES mobility managers. The interactive database will enable potential transit customers, or their advocates, to search online for transportation providers by county, trip types, passenger types and more. The online interactive approach replaces a series of paper-based informational materials.

The regional transit trip planner provides potential customers with information about which routes will connect them between their origins and desired destinations by time of day. The Metropolitan Transit Authority of Harris County (METRO) implemented a transit trip planner several years ago and also has a mobile ticketing application in place that is being refined, and a text messaging system for bus arrival information. Current efforts by H-GAC staff will connect the smaller transit operators (with fixed routes) into that regional transit trip planning system.

Refinements are near completion to have the online database functional later this summer. The first phase of development of the regional transit trip planner has been completed and refinements are progressing in coordination with Google Transit and their quality control requirements. At this time, Fort Bend County transit has completed the process to have their system set up with Google Transit. Harris County Transit and the Brazos Transit District will be entering the quality control phase shortly. After refinements are completed a communications plan will be implemented to roll-out the local one call/ one click system.

An example of the above project is the addition of Conroe's transit service to regional trip planner shown in the graphic below.
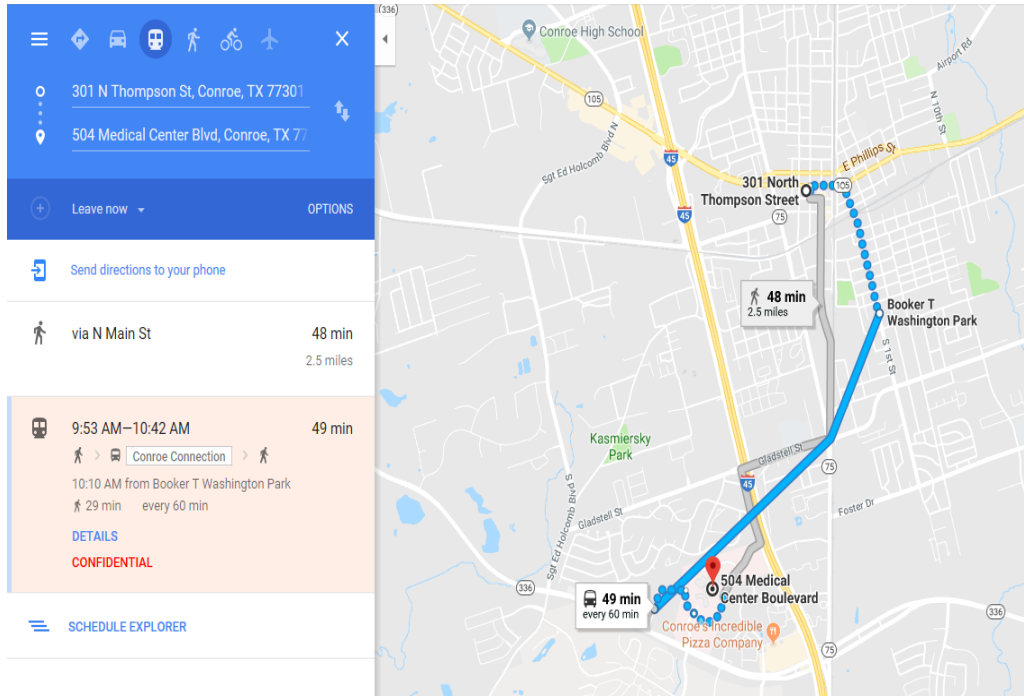
More information about the RCTP is available on the project website at
www.ridethegulfcoast.com.

Action Requested

None, for information only.