



pennsylvania
DEPARTMENT OF TRANSPORTATION
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MEMO

Date: January 20, 2010

SUBJECT: Human Service Transportation
Coordination - Regional Pilot
Request for Letters of Interest

TO: Public Transportation Providers
County Commissioners
Metropolitan Planning Organizations
Rural Planning Organizations
Human Service Agencies

FROM: Toby L. Fauver, A.I.C.P. *Toby Fauver*
Deputy Secretary
Local and Area Transportation
Department of Transportation

Ted Dallas *Ted Dallas*
Executive Deputy Secretary
Department of Public Welfare

Attached is a package of information on the Human Service Transportation Coordination Study and the resulting initiative to test the effectiveness of a regional approach to human service transportation management and service delivery by piloting strategies in one or more areas of the Commonwealth. You are welcome to share this information with others.

We encourage you to review this material and consider the potential for a pilot in your area to assist you with evaluating current management and service delivery and achieve improvements in the areas of customer service, productivity and cost control. If you are interested in volunteering, please meet with other organizations responsible for, involved in, or requiring human service transportation. This partnership is necessary to collectively analyze the current situation and determine a joint level of interest in pursuing this opportunity to receive intense technical assistance to coordinate program management and service delivery across your region. As you know, human service transportation is a critical service for a vulnerable and dependent population. Making changes in management and delivery is a serious undertaking which can only be successful with full local support.

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The attached material includes a format for preparing a proposal to undertake the evaluation of a pilot project. A successful pilot will also require considerable technical assistance and state support. Therefore, based on letters of interest we will select proposals to further evaluate and develop.

We will conduct an information meeting on Wednesday, February 3, 2010 at the Ramada Inn in State College. If you would like to attend that meeting, please RSVP to Maisha Webb at maiwebb@state.pa.us by Friday, January 29, 2010.