
Chapter 11

CONCLUSION

This report has identified numerous viable strategies for coordinating the operations of human service transportation and public transit operations. Probably the biggest surprise of this research effort is that the most effective and beneficial techniques are not actually in greater use. This suggests the need for a focus on the dissemination of information about the economic benefits of coordination.

Many communities lack detailed information about how transportation services were provided before coordination was implemented. This means that precise before and after measures of financial and service changes are seldom possible. To address this issue, more data should be collected on the outcomes of the application of coordination strategies at sites that have applied the various strategies identified in this report. Preparing more precise estimates of the national economic impacts

expected from specific strategies will only be possible after that additional data collection task is accomplished.

Still, the magnitude of probable national economic impacts identified by this research suggests that ideas about coordinating human service transportation and public transit services should shift from the research arena to operational practice (as has already happened in the communities identified here). Although challenges to the ready application of coordination still exist, the benefits are undeniable. Coordination can assist in making transportation services more efficient and effective in communities where efficiency and effectiveness improvements are still possible. Judiciously applied, specific strategies for coordinating human service transportation and public transit services offer significant economic benefits.