



CASE STUDY:
**County Transportation Authority
 Coordination Study**

Situation

The Erie Conference on Community Development (ECCD) and the Erie Metropolitan Planning Organization (EMPO) were looking to determine potential coordination opportunities among the three transportation authorities in Erie County, Pennsylvania: Erie- Western Pennsylvania Port Authority, Erie Municipal Airport Authority, and Erie Metropolitan Transit Authority. The ECCD and EMPO wanted to more effectively manage and utilize public transportation assets to enhance economic development, improve public service delivery, reduce operating costs, and optimize revenues.

Solution

The Hill Group conducted an operational analysis within each authority to identify potential complementary services, operational redundancies, and opportunities for synergies. The consulting team conducted operational interviews with regional stakeholders, department managers, and supervisors at each authority for the analysis. The Hill Group identified eight functional areas for potential coordination, including: Marketing, Finance, Operations, Public Safety, Grants Management, Lobbying, Planning, and Legal.

The Hill Group study ultimately provided cross-coordination opportunities that positioned Erie County’s transportation authorities for success measured in cost savings, improved efficiencies, and enhanced effectiveness.

CLIENT

ERIE COUNTY

INDUSTRY

WORKFORCE AND
 ECONOMIC
 DEVELOPMENT

PROJECT

CROSS-
 OPERATIONAL
 REVIEW

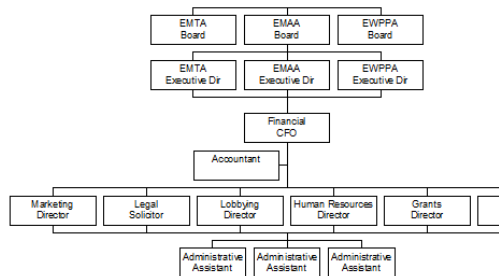
CUSTOMIZED
 INTERVIEWS

MARKET RESEARCH

DATA ANALYSIS

STRATEGY
 FORMULATION

Shared Services Group



Transportation Authority Coordination Study



County of Erie, Pennsylvania

Results

- Identified annual cost savings up to \$472,000 on an aggregate basis
- Scorecard evaluation matrices provide a dynamic decision- making tool adaptable to future needs
- Study provided a blueprint for coordination between three transportation authorities

Behind the Scenes

Our consultants created a scale that identified areas of minimal to significant coordination potential and used a scorecard evaluation matrix to determine the appropriateness and benefit of each coordination option. The scorecard provided our clients with a dynamic decision-making tool that could be adjusted based on changing needs, values, and preferences.

About The Hill Group, Inc.

Founded in 1953, The Hill Group, Inc. is a premier provider of management counsel, specializing in strategy, execution, and measurement. Our team of consultants has deep experience across several industries, enabling our team to draw on best practices from a variety of sectors to help our clients grow, innovate, and achieve maximum potential.

Strategy – *Envisioning an organization's future, capitalizing on its opportunities, identifying strategic priorities, and implementing positive change.*

- Strategy Development
- Decision Support and Analysis
- Strategic Planning and Management
- Business Planning and Feasibility Assessments
- Mergers, Acquisitions, and Strategic Alliance Planning
- Market Research and Analysis




Execution – *Ensuring that an organization is efficiently and effectively utilizing its resources to its full potential.*

- Process Improvement and Innovation
- Business Model Development and Resource Allocation
- Financial Assessment and Management
- Turnaround, Business Transformation, and Change Management
- Governance Assessment and Development

Measurement – *Increasing an organization's performance through measurement and continuous improvement.*

- Measurement
- Business Analytics and Intelligence
- Economic Impact Assessment
- Employee Opinion, 360-Degree Feedback, and Service Quality Surveys
- Industry Benchmarking Surveys

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