

Communities Connect Summit 2

Wednesday, May 6, 2015 1:30 – 4:00 pm

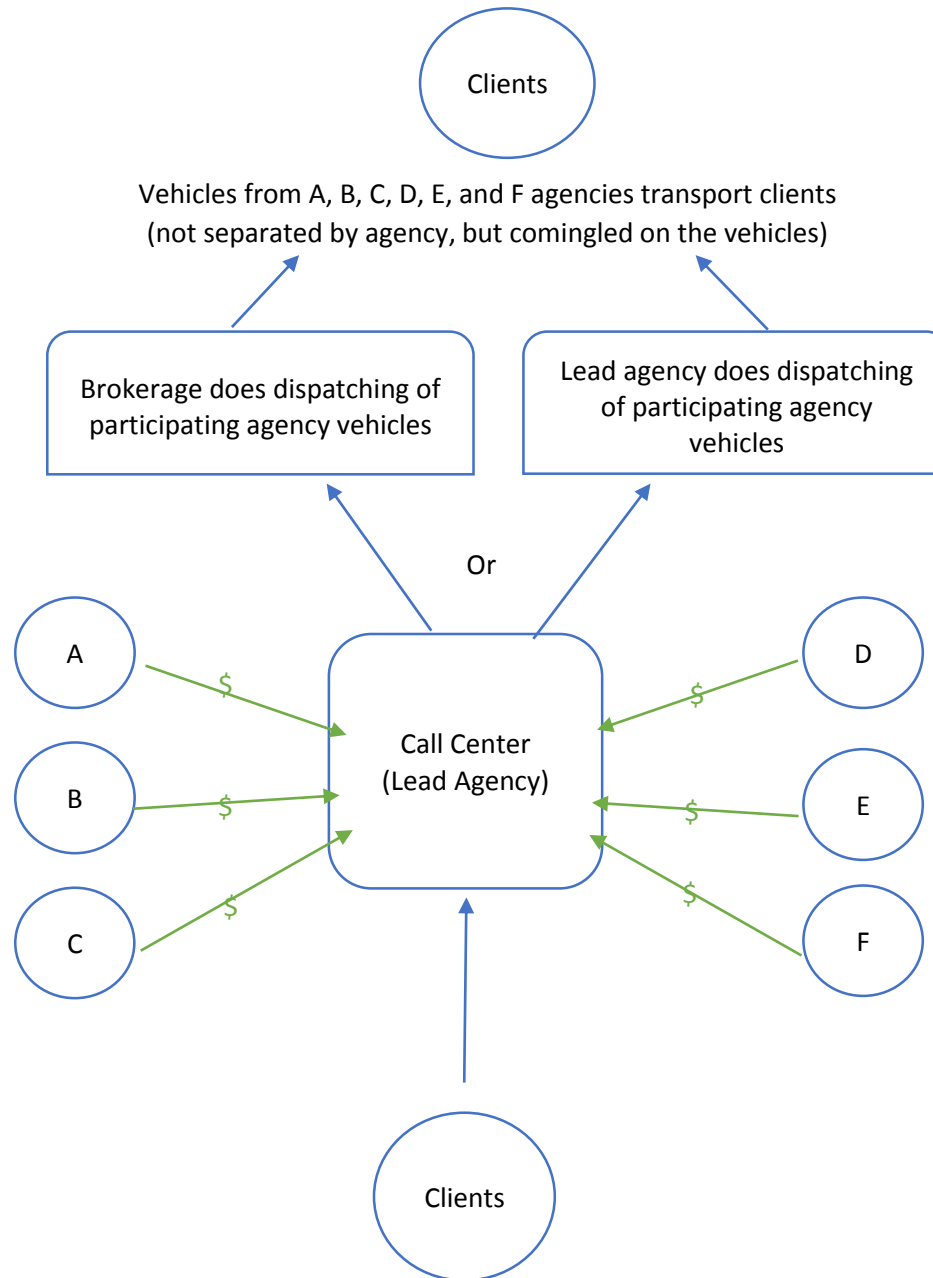
University of Nebraska Omaha
Barbara Weitz Community Engagement Center
Upstairs Large Meeting Room
6401 Dodge St, Omaha, NE

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- | | |
|-------------|---|
| 1:30 – 1:40 | Welcome and Introductions of Participants |
| 1:40 – 1:45 | Project Overview |
| 1:45 – 2:10 | Call Center Case Study Results <ul style="list-style-type: none">– Presentation by LSC Transportation Consultants |
| 2:10 – 2:40 | Presentation of Call Center Options <ul style="list-style-type: none">– Centralized, Decentralized, Web Based Portal |
| 2:40 – 2:50 | Voting Activity |
| 2:50 – 3:00 | Break |
| 3:00 – 3:50 | Call Center Interest Activity <ul style="list-style-type: none">– Centralized, Decentralized, Web Based Portal Small Groups |
| 3:50 – 4:00 | Next steps |
| 4:00 | Adjourn |

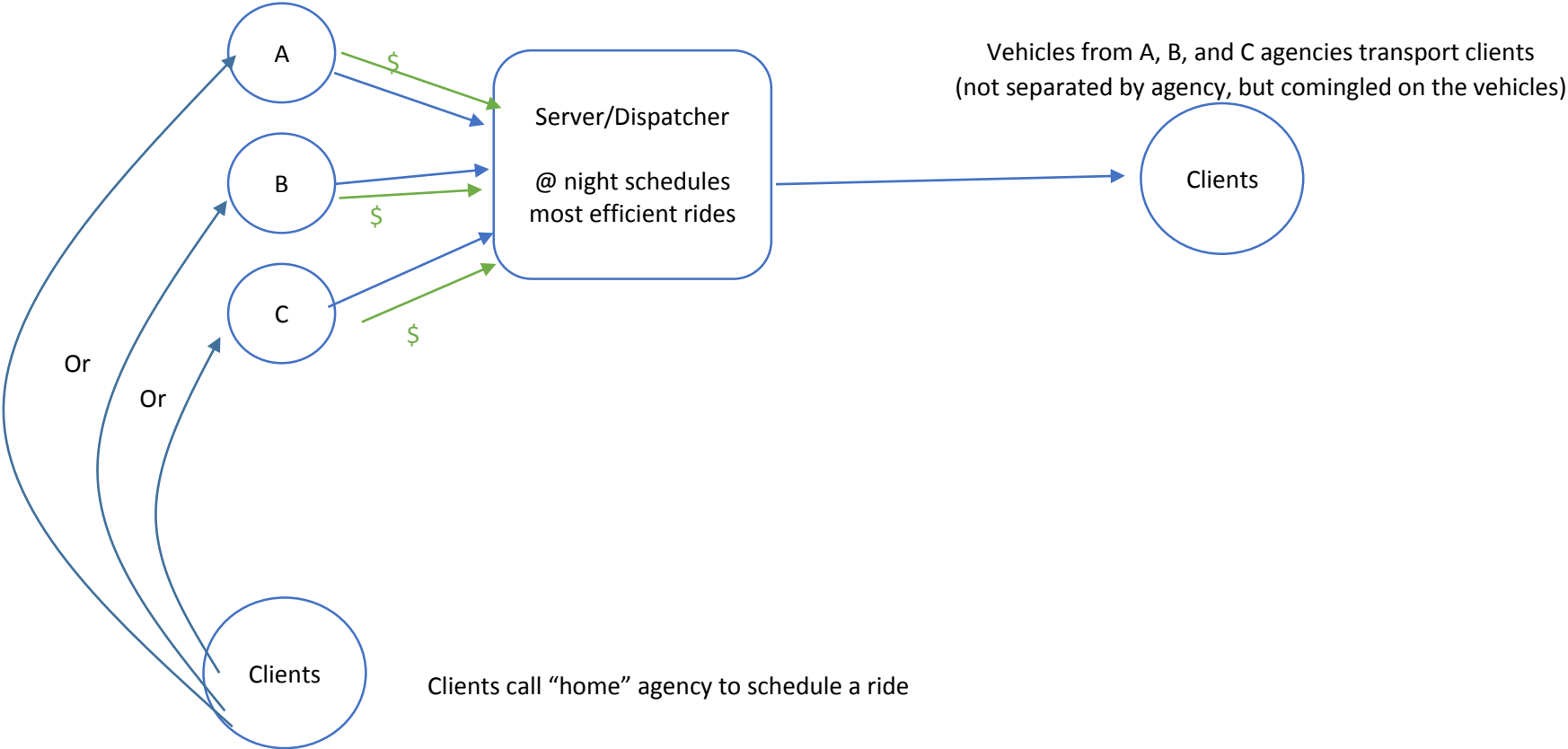
Register your free attendance by
4/30/15 at
<http://summit2.eventsbot.com>

	Centralized			Decentralized		Web Based Portal	
	Centralized (a)	Centralized (b)	Centralized (c)	Decentralized (a)	Decentralized (b)	Web Based Portal (a)	Web Based Portal (b)
How it works	Lead agency physically operates a call center (operations isn't contracted out), all vehicles have AVL	Lead agency hires a brokerage to operate the call center, all vehicles have AVL	Mini hubs are operated by several lead agencies, all vehicles have AVL	Decentralized call center connected through technology- all vehicles dispatched with same software, all vehicles have AVL, so participating agencies can see vehicles	Decentralized call center connected through technology- all vehicles dispatched with same software	Eligibility screening website, which determines available agencies to serve client's needs, with AVL on participating agency's vehicles, so agencies can see vehicles and coordinate rides, possibly ride booking	Eligibility website, which determines available agencies to serve client's needs
Website	eligibility screening website	eligibility screening website	eligibility screening website	eligibility screening website	eligibility screening website	eligibility screening website	eligibility screening website
AVL	Yes	Yes	Yes	Yes	No	Yes	No
Accounting	Lead agency handles the flow of cash between participating agencies- paying for clients rides on other agencies vehicles	Lead agency administers the billing process that is created by the brokerage's software	Mini hub lead agencies handles the flow of cash between participating agencies- paying for clients rides on other agencies vehicles	Lead agency or consortium handles the flow of cash between participating agencies- paying for clients rides on other agencies vehicles. Even if have consortium- <u>will need lead agency making sure done correctly</u>	Lead agency or consortium handles the flow of cash between participating agencies- paying for clients rides on other agencies vehicles. Even if have consortium- <u>will need lead agency making sure done correctly</u>	None needed	None needed
Characteristics	Building space and people to answer phone calls, accounting capabilities	accounting capabilities	Building space and people to answer phone calls, accounting capabilities	Appropriate software and technology, accounting capabilities	Accounting capabilities	Need AVL on vehicles	Submit rider eligibility information every couple of years to MAPA to update database/website
Benefits to Clients	1 phone number to call, can see where vehicles are- know when going to be picked up, more likelihood to receive a ride	1 phone number to call, can see where vehicles are- know when going to be picked up, more likelihood to receive a ride	Can see where vehicles are- know when going to be picked up, more likelihood to receive a ride	Can still call their "home" non-profit that they know, can see where vehicles are- know when going to be picked up, more likelihood to receive a ride	Can still call their "home" non-profit that they know, more likelihood to receive a ride	Easily determine which agencies can provide them a ride- able to call 1 rather than a lot Participating agencies can see where vehicles are and call that specific agency to arrange a ride for their client	Easily determine which agencies can provide them a ride- able to call 1 rather than a lot

CENTRALIZED



DECENTRALIZED



WEB BASED PORTAL

SIMPLY GET THERE
Welcome, Visitor ?

Trip
Options
Review
Plan
NEXT

Trip Parameters

Trip Round trip One-way trip

Modes

- Carpool
- Specialized Services
- Vehicle for Hire
- Public Transit
 - Bus
 - Rail

Trip Purpose General Purpose

Departing From 40 Courtland Street Northeast, Atlanta, GA, United St

Arriving At Atlanta VA Medical Center, Clairmont Road, Decatur, C

Trip #1 (Outbound) Arriving By 10/13/2014 4:15 pm

Trip #2 (Return if round trip) Departing A 10/13/2014 6:15 pm

NEXT

[About Simply Get There](#)

SIMPLY GET THERE
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Trip Details - 40 Courtland St NE Atlanta, GA 30303 to 1670 Clairmont Rd Decatur, GA 30033 Close

	Fare	Trip Date	Time	Walk Time	Transfers
	See below	Wednesday, October 22	8:30 AM To 10:00 AM	n/a	None

Visit [Georgia Commute Options](#) to view 107 possible rideshares.

Legend

- Bus
- Carpool
- Rail
- Specialized Services
- Vehicle for Hire
- Wait
- Walk

Modes

- Bus
- Carpool
- Rail and Bus
- Specialized Services
- Taxi

Number of Transfers

0 2

Fare

\$2 \$45

Time

17min 120min

Wednesday, October 22

	8:00 AM	8:30 AM	9:00 AM	9:30 AM	10:00 AM

Wednesday, October 22

	2:30 PM	3:00 PM	3:30 PM	4:00 PM	4:30 PM