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Communities Connect Summit 2

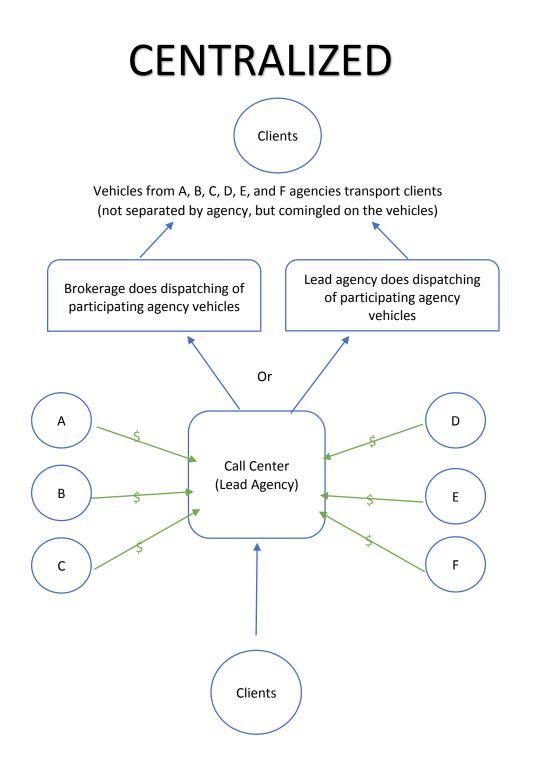
Wednesday, May 6, 2015 University of Nebraska Omaha Barbara Weitz Community Engagement Center Upstairs Large Meeting Room 6401 Dodge St, Omaha, NE

- 1:30 1:40 Welcome and Introductions of Participants
- 1:40 1:45 Project Overview
- 1:45 2:10 Call Center Case Study Results
 - Presentation by LSC Transportation Consultants
- 2:10 2:40 Presentation of Call Center Options
 Centralized, Decentralized, Web Based Portal
- 2:40 2:50 Voting Activity
- 2:50 3:00 Break
- 3:00 3:50 Call Center Interest Activity
 Centralized, Decentralized, Web Based Portal Small Groups
- 3:50 4:00 Next steps
- 4:00 Adjourn

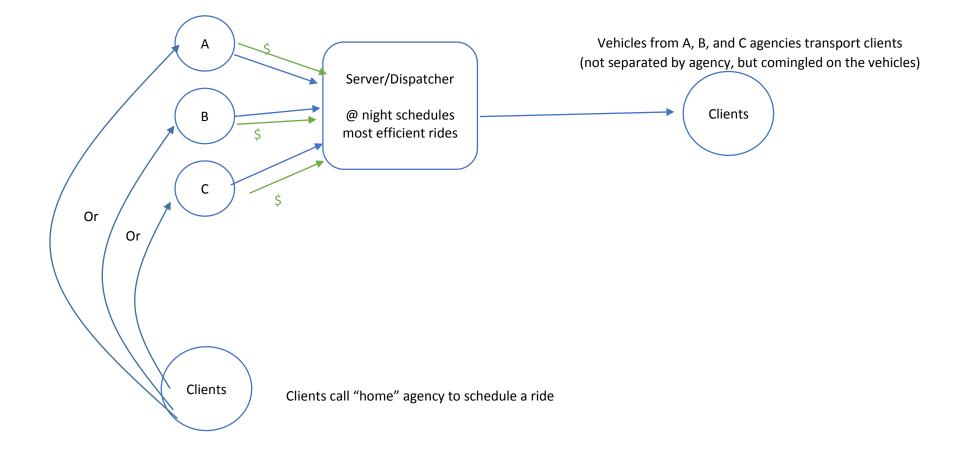
Register your free attendance by 4/30/15 at <u>http://summit2.eventsbot.com</u>

Auxiliary aids, language assistance, and services are available when requested in advance; please call the office at 402-444-6866. Si necesita ayuda con traduccion, por favor llame la oficina.

	Centralized			Decent	ralized	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</u> <u>lead agency making</u> <u>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</u> <u>lead agency making</u> <u>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	



DECENTRALIZED



WEB BASED PORTAL

MPLY (GETTHERE		& Welcome, Visitor	• • •				
Trip Optio	ons Review Plan NEXT							
rip Parameters		About Simply Get There						
Trip Modes	 Round trip One-way trip Carpool Specialized Services Vehicle for Hire Public Transit Bus Rail 	Welcome to Simply Get There, a virtual transportation resource center funded by the Federal Transit Administration (FTA) and sponsored by the Atlanta Regional Commission (ARC). This project is a joint effort of transportation providers, elected officials, policy makers, planning experts, funding agency representatives and agencies that support transportation disadvantaged individuals including veterans and military				A Welcome, Visitor		
Trip Purpose	General Purpose	GA 30033	Fare	Trip Date	Time	Walk Time	Transfers	NEXT
inp i alpose		Legend	See below	Wednesday, October 22	8:30 AM To 10:00 AM	n/a	None	l Decatur, GA
eparting From	40 Courtland Street Northeast, Atlanta, GA, United Sta	Bus	Visit Georgia C		ns to view 107 possible ri	leshares.		
Arriving At	Atlanta VA Medical Center, Clairmont Road, Decatur, C 💡	Carpool	8	3:00 AM	Wednesday, 8:30 AM 9	October 22 :00 AM	9:30 AM	- <u>30</u> +30 10:00 AM
Trip #1	Arriving By • 10/13/2014 4:15 pm	Specialized Services	\$2.50					Selec
(Outbound)		Wait	\$2.50					Selec
ip #2 (Return if round trip)	Departing A • 10/13/2014 6:15 pm	Walk	\$6.25					Selec
n round (rip)		Modes	\$25.00*		Taxi	services		Selec
	NEXT		*		Georgia Cor	nmute Options		Selec
		Carpool Rail and Bus Carpointer	*		Total Care Transp	ortation Services		Selec
		 Specialized Services Taxi 	\$4.00		ADA Paratr	ansit - MARTA	ļ	?
		Number of Transfers	\$14.00		Alterman/JETS Tra	i Insportation Prog	ram	?
			6		Advanced Car	e Transportation	i.	Selec
ut Simply Get There		0 2	\$45.00		Shop an	d Drop LLC		Selec
		Fare			- 1670 Clairmont Rd D	ecatur, GA 300	33 to 40 Cou	rtland St NE
		\$2 \$45	Atlanta, GA 3030 Sort by: Departure					
		\$2 \$45	-31			day, October 22 :30 PM		4:30 PM
		Time	\$25.00*		Taxi	services		Selec
		17min 120min	*	-	Total Care Transp	I ortation Services	LLC	Selec