



## THINKING REGIONALLY

### Exercise Results

Client Committee Working Session

Wednesday, June 20, 2012

Keeping in mind the vision statement, the group members divided into two groups and considered each question below, listing answers that relate to achieving the study goals.

The answers were compiled on boards and each member selected their top two responses to each question by placing dots next to what they consider their highest priorities -- red for highest priority; green for second-highest priority. The results are as follows:

#### What are client/customer trip needs?

- Employment 8 ● 2 ●
- Expansion of system/services 3 ● 3 ●
- Cross-county trips 2 ● 1 ●
- Tourism 1 ●
- Aging population including medical 4 ●
- Social/quality of life 2 ●
- Student population & their families/after school 1 ●
- People with disabilities 1 ●
- Children
- Educational
- Public agencies that purchase trips
- Retired seniors, not medical

#### What is family of services that will meet needs?

- Transit connectivity 4 ● 2 ●
- Volunteer system/network 4 ● 1 ●
- Fixed route/demand response connections 2 ● 5 ●
- Rideshare 2 ●
- Client specific issues 1 ●
- Non-emergency medical services 1 ●
- Flexible services 5 ●
- Accessible taxi service
- Universal Design
- Private providers
- Book empty seats
- Zimride



**How does availability of services get communicated?**

- Regional call center 6 ● 1 ●
- Communication (operator-operator and operator-user) 4 ● 2 ●
- Mobility managers website links or even a single site 1 ● 4 ●
- One-stop-shop (transportation broker) 2 ● 1 ●
- 511 and 211 1 ● 2 ●
- Highly trained operators 1 ●
- Technology 1 ●
- Virtual system 1 ●
- Trip inventory
- 511 vs. 211

**How do providers of services collaborate?**

- Specific projects will help identify players 7 ● 3 ●
- Create a “virtual single system” 3 ●
- Communicate on a data level (211 or 511) 1 ● 6 ●
- Get rid of silos 1 ● 2 ●
- Human services agencies need to know each other 2 ●
- Sustaining transportation coalition 2 ●
- Single “Transportation Debit Card” 1 ●
- Peer-to-peer
- Connecting community mobility services into network

**What would be the components of the system?**

- Business models to connect services 5 ● 2 ●
- Break away from county barriers 4 ● 2 ●
- 211 would connect directly to provider 2 ● 4 ●
- Simplified communication/collaboration 2 ● 3 ●
- Governance 1 ● 3 ●
- Incentives 1 ●
- Trip planner
- Include all transportation options
- Mutually supportive
- Fill empty seats/reduce deadhead miles
- Universal design