Coordination of Paratransit Services Among Multiple Providers and Service Areas

Trapeze Community Connect
Agenda

- Independent
- Consolidation
- Integration

Community Connect Examples

- Client Registration
- Trip Booking
- Scheduling

Review the integration possibilities

- Integrating other technologies
- 211 Possibilities
- Multi-modal and journey planner potential
Operating on an island.... Segregation.

INDEPENDENT MODEL
Operating in Isolation
A breath of fresh air.... We can now share resources

CONSOLIDATE RESOURCES
Some of the Consolidation Pains

- Same software within a consolidated system

- Difficult to maintain unique business policies and procedures
Welcome to Trapeze Community Connect (TCC)

INTEGRATING RESOURCES
What is Trapeze Community Connect?

- Transportation Management Control Center
- United We Ride
- Coordinated Transportation
- Integrated Transportation
- Community Connect
TCC – Trip Booking

Solution
Offered
8:35 pickup
$2.50 fare

Community Connect

ORANGE Transport Authority

GREEN Regional Transit
Consolidation V.S. Integration

Consolidation is easy, but comes with a heavy price

- You must conform
- Everyone must bend their current policies and procedures
- Data merging and migration is costly

Integration

- You can maintain your current policies and procedures
- This approach is like Expedia (able to select provider and create transfers between sites) and Cloud Computing (everyone is in the know of both trips and clients)

What does Trapeze currently support?

- Currently supports consolidated approach
- Will be able to support integrated approach
TCC – Connecting New Sites
TCC – What are the 211 Possibilities?

211 Call Center

Community Connect

ORANGE Transport Authority

GREEN Regional Transit

PURPLE Rural Transit
TCC – Integrate Other Technologies

Fixed Route Journey Planner

Community Connect

Web & IVR Booking System

ORANGE Transport Authority

GREEN Regional Transit

PURPLE Rural Transit

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How does it help agencies?

- **Coordination** of agencies’ data if there are shared riders or vehicles (avoiding duplicate data entry)
- **Translation** of different agencies’ naming conventions for different client or trip related data like disability type, space type, schedule status, etc.
- **Communication** between agencies’ systems, regardless of scheduling vendor selection, with the ability to sync rides or clients with other (non-scheduling) systems too
- **Service extension** by allowing transfers between agencies
- **Mileage and wage economies** by pooling resources
Questions?

www.trapezegroup.com