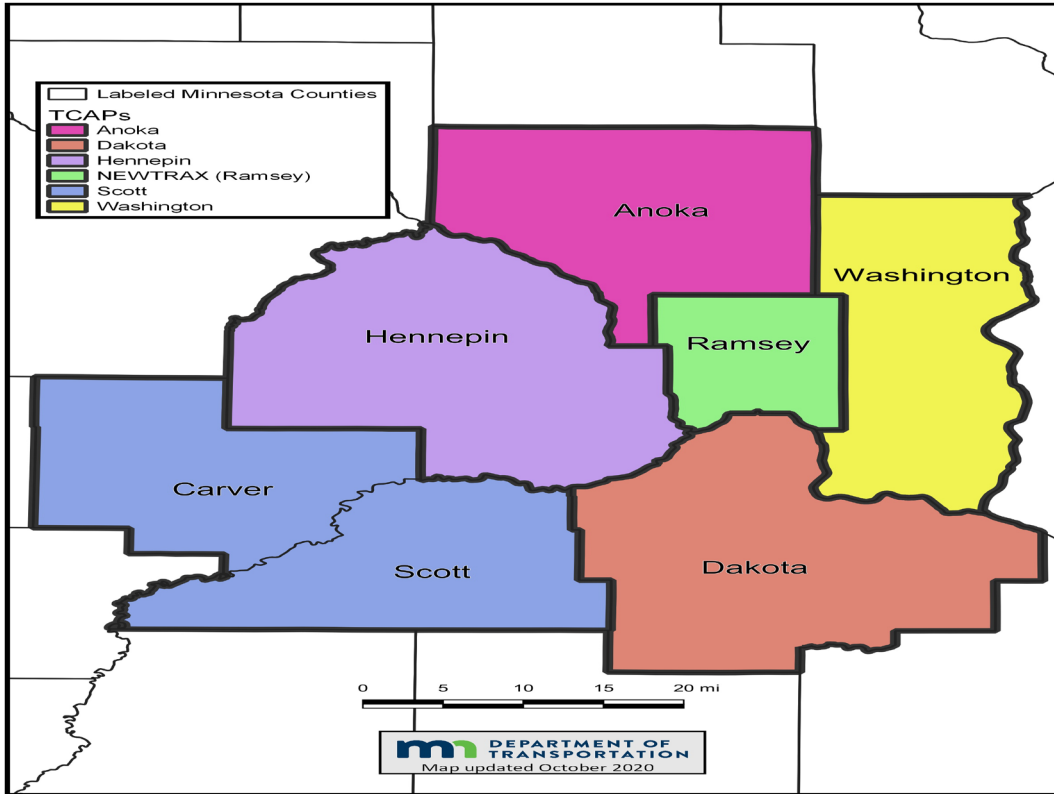


SmartLink

Mobility Management-Transportation Triage

MAP



Mobility Management **Transportation Triage**



Discovery-

Who are you looking to assist?

What is the gap you are trying to resolve?

Where is the gap located- specifics- could be localized?

When is the gap- evenings, weekends?

Why does the gap exist? No resources, current resources available

Are their resources available to create solutions?

Mobility Management **Transportation Triage**



Discovery- How can you help to discover needs, gaps

- 1.) Surveys- few questions- Discovered Circulator needs in each Community
- 2.) Interviews- customer service
- 3.) Presentations- Expanded Transit link and Circulators
- 4.) From Organizations-
 - A.) Public Health Assessments- food distribution, committee, public transit-COVID
 - B.) Human Services Plan- waiver transports
 - C.) Local Outreach Human Services- local unit meetings discover needs
 - D.) Vets Needs- County Veterans Unit- use of scheduling software
 - E.) Local Schools needs- Career Experiences-CAPS
 - F.) WeCab volunteers used for Non-emergency medical riders
- 5.) Hop Scott video outreach- used for families needing wheelchair

Most Urgent Needs Met



1. Local Circulators made for needs of individual cities and users
2. Customer Service discovers needs of individuals – Triage to available solutions
3. Expanded Transit Link from multiple Surveys and organizations-evening and weekend
4. Food Distribution from post COVID need of deliveries- serving 4 food shelves
5. Waiver transports done by NEMT taxi providers(STS)- added resources
6. Outreach to Schools and local County units- constant 1-2 times/year
7. Vets – Entering trips in software- reports, gaps
8. Student transports to business to learn careers- volunteers
9. Volunteer organization used to transport NEMT clients- added resource
10. Hop Scott Video used to market use of vans for wheelchair needs by families

Most Urgent Needs Met

Differences in Fixed route vs. Dial-A-Ride

With Fixed route:

- 1) No need to make a reservation- just be ready at 1 of the designated bus stops. Consult schedule for times.
- 2) Service will be weekly, same day of week, same time, same places
- 3) 2 chances to go to destinations on the bus- about an hour apart
- 4) You can go to any location listed on the route- you decide
- 5) Cost is only \$1.00 each way- cash or Go-To Card
- 6) Bus driver does NOT help with bags/packages
- 7) Be ready at designated bus stop to get back on the bus- according to the bus **schedule**
- 8) All vehicles are equipped with lifts.
- 9) To use this service, you **MUST** be at the designated bus stop at the designated time, driver does not track passengers
- 10) Bus has capacity of 14 ambulatory- so please use both pick up times

Most Urgent Needs Met



Most Urgent Needs Met

EXPANDED BUS SERVICE ALERT


Scott County/Carver County is proud to announce expanded transportation services beginning SOON

Expanded Transit Link Bus Service Hours:

Weekends(Saturday & Sunday) 7:30AM-4:30PM

Weekday Evenings till 9:00PM

Triage Follow-up- After Care

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1. Hospital/Clinic Transports- Missed appointments
 2. Veterans Transportation Coordination-Scott/Carver
 3. Hop Scott shared with Hispanic Community
 4. Mobility Hubs/Autonomous vehicles/ Volunteers “man” vehicles
 5. Minority/Senior/Disabled Outreach- equity, inclusion
 6. TNC-Uber/Lyft solutions- Human Service coordination
 7. Shared software? More sharing – health plans?
 8. Local Dial a ride becomes “on-demand” service