

Veterans Transportation & Community Living Initiative

CVSO Meeting in Fargo, ND
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Partnership

Background

“The Veterans Transportation and Community Living Initiative (VTCLI) is an innovative, federally coordinated partnership that will make it easier for U.S. veterans, active service members, military families, and others to learn about and arrange for locally available transportation services that connect them with work, education, health care, and other vital services in their communities” (www.fta.dot.gov).

\$28.9 million in 2012 capital funds

64 recipients nationwide (avg. award = \$452K)

North Dakota received \$1.77 million



Program Goals

- “ Improve awareness and access to public transportation options
- “ Create partnerships between transportation providers and the veteran and military community
- “ Increase involvement of the veteran and military community in the local Coordinated Human Services Transportation Planning process
- “ Improve access to home- and community-based services for people with disabilities and older adults
- “ Reflect intent of Supreme Court's Olmstead Decision
1999: Right to live in the community instead of an institution
- “ Align with the White House Joining Forces Initiative
Expand employment and career development opportunities for veterans



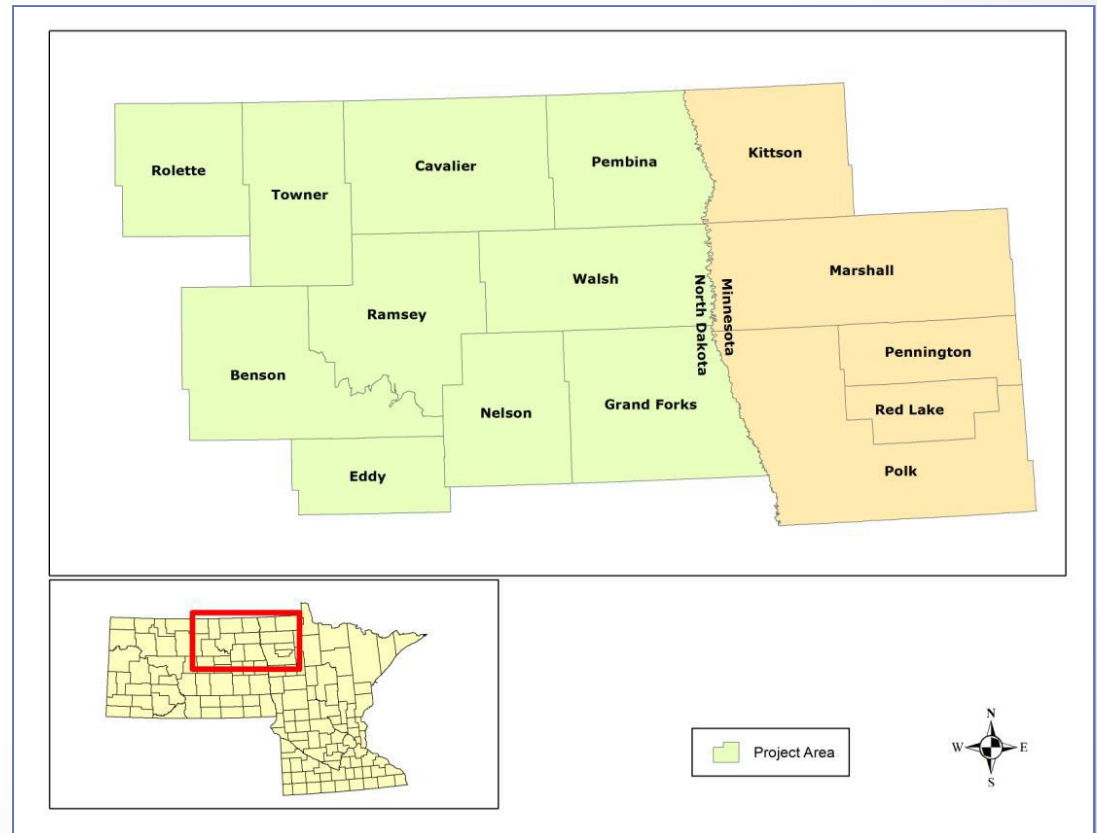
Public Transit in North Dakota

- “ 33 rural transit providers
 - “ Local demand response and scheduled trips to cities
- “ 3 urban providers (Grand Forks, Fargo, Bismarck)
 - “ Fixed Route and ADA Paratransit
- “ Open to the public
- “ Low Fares
- “ Wheelchair accessible vehicles

Northeast ND Pilot Project

Public Transit Providers:

- “ Walsh County Transportation
- “ Pembina County Meals & Transportation
- “ Devils Lake Transit
- “ Benson County Transit
- “ Nelson County Transit
- “ Grand Forks Cities Area Transit (CAT)



Project Scope

- “ Establish or expand a one-call/one-click transportation resource center
- “ Include resources for veterans, service members and military families
- “ Promote use of services with military community



One-Call / One-Click Center

Customer Services - One Call:

- “ Provide automated real-time “where is my ride?” information
- “ Provide automated customer service information
- “ Provide automated customer trip reservations request and cancellations capability
- “ Access to regional public transportation information and services
- “ Access to veterans services and information

Customer Service - One Click:

- “ Internet website and customer web portal
- “ Statewide public transit services information
- “ Customer and Agency trip reservations and cancellations
- “ Customer ride status information (“where’s my ride?”)
- “ Links to veteran and military family services
- “ Leverage online resources available through links to 211 system
- “ Access to North Dakota’s transportation information system
- “ Access to the statewide travel information map



One-Call / One-Click Center

Technology to support One-Call / One-Click center:

RouteMatch TS Software

- " Data management tool
- " Computer assisted scheduling and dispatching
- " Mobile Data technologies - Track vehicles in real time to provide "where's my ride?" information
- " Communicate with drivers via mobile device
- " Generate reports on vehicle miles and hours traveled (and more)
- " Common system will help facilitate coordination

(RouteMatch TS Demonstration)



One-Call / One-Click Center

Technology to support One-Call / One-Click center:

- 1) Telephone system (CAT)
- 2) Interactive Voice Response (IVR) and Notification Module (CAT)
- 3) Internet Website (Statewide)
- 4) Customer Web Portal (All Partners)
- 5) Coordination Module (All Partners)
- 6) MNDOT Call Center Technology (CAT)

Marketing Campaign:

- 1) Project funds will also be used to promote the One-Call / One-Click center to veterans statewide
- 2) Print materials, radio, television, internet, outreach

Tentative Project Timeline

Present:

Work with RouteMatch (RM) to develop implementation plan and contract terms

November – December 2012:

Accept implementation plan and sign contract

Order equipment and schedule RM TS training sessions

January-June 2013:

RM TS/Wireless - Install equipment and hold training sessions

RM TS/Wireless - Go Live one site at a time

Implement IVR/Notification Module at CAT

Develop policies/procedures for regional coordination

July-December 2013:

Implement RM Coordination Module and Customer Web Portal

Ongoing Communication:

Monthly project updates will be provided by email



Questions / Comments?

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