

*Together We Ride*

*Outreach  
Mobility  
Management  
Center*

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 **OUTREACH** *Together We Ride - Mobility Management Center for Santa Clara County*

## **Background**

- Private, non-profit agency established in 1979.
- Social Services, Transportation and Technology applied to public good has been the cornerstone of our success for 30 years
- Employment Services Transportation Provider in collaboration with the County since 1999.

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## Annual Statistics

- 1.50 million incoming calls annually
- 1.16 million passenger trips annually
- 20,000 registered riders
- Partner with 400 agencies
- 300 vehicles (100 hybrids)
- 3,500 social service clients
- 18,000 social service units of service

## ITS: Intelligent Transportation System

- Over 150 workstations and servers; 50 applications
- Geo Database – Mapping & Navigation
- Automated: Scheduling, Dispatching, Vehicle Routing
- Real-time Automated vehicle location using GPS & in-vehicle mobile data terminals
- Integrated daily data transfer between business applications and operational software system for scheduling and dispatching, enrollment, client accounting, etc.
- Integrated Web-based IT enhancements

## MMC Planning

**Mobility Management Center:** coordinate human service transportation for vulnerable populations (i.e., persons with disabilities, older adults, low income individuals, etc.) and other users of community transportation.

**Emergency Operations Plan:** for the mobility coordination of vulnerable populations and community transportation users in the event of a disaster and during recovery.

## Web-Based Solutions

- Developed by a team of volunteers to support OUTREACH's emergency planning efforts
- On-line application accessible to OUTREACH's partners from any location

## Web-Based Solutions

- Ride Management System
- Fleet Inventory Management System – FIRM
- Emergency Mobility Coordination Web Portal – EMC Web Portal

## On-Line Ride Management System

Partner agency direct management of:

- Client/members registration
- Trip reservations
- Trip mapping using Google Maps
- Discounted trip fare calculation
- Trip authorization
- Cost assignment
- Invoicing/reporting

## On-Line Ride Management System

- Calculates fares based shortest travel distance,
- Records detailed documentation of each transaction (trip),
- Allows multiple transportation providers to participate, and
- No paper vouchers, detailed reporting and documentation of each trip by rider, reduced fare costs, etc.

## Web Portal for Emergency Mobility Coordination

- For those agencies that have vehicles:
  - FIRM (Fleet Inventory Resource Management system): vehicle typing & *inventory system*
  - GIS Mapping of multiple data-sets (at-risk & homebound clients, shelters, staging areas, hospitals, etc.)

## **FIRM**

### **Fleet Inventory Management System**

- Web-based on-line resource for emergency responders
- Inventory of community resources that can be used to transport vulnerable populations during an emergency.
- Accessible from any location with internet access

## **FIRM – Fleet Inventory Resource Management System**

- Web-based inventory system of paratransit vehicles as well as social service agencies.
- Viewing FIRM may be done from any location with internet access and permission by transportation providers, transit agencies and County emergency responders.
- Catalogs resources that can be used to transport vulnerable populations during an emergency.

## **FIRM**

### **Fleet Inventory Management System**

In addition to being a vital resource during an emergency, organizations can use FIRM as an inventory system to maintain records of their vehicles.

-Small adult day care may enter only a few vehicles.

-Large developmentally disabled provider may enter many vehicles.

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## **FIRM Inventory System**

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- Accessible to Incident Command Center
- Data can be filtered based on vehicle type, location, capacity, etc.
- Inventory stored in secured database
- Includes inventory of assistive mobility devices

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## Emergency Mobility Coordination Web Portal

- GIS Based
- Intranet and Internet Capable
- View multiple datasets in real-time
- Real-time arterial street traffic information

## EMC Web Portal

- Web Based Emergency Operations
- GIS Based
- Intranet and Internet Capable
- View multiple datasets in real-time
- Locations of vulnerable, at-risk persons
- Can filter by categories or locations

- Complete ITS Solution Includes In-Vehicle Hardware/Software
- Relay Emergency Message To Vehicles
- Vehicles equipped with AVL/GPS for navigation, re-routing, hands free voice and text turn-by-turn directions

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