

Notes provided by N-CATT for Wednesday August 19, 2020 for Districts 6 and 8

Function/Activity title	Activity details	Partners Needed	Timeline to Complete	Other questions to be answered
Trip ecosystem	<ol style="list-style-type: none"> 1. Integrate multiple services 2. Use mobile/web app 3. Add multiple destinations across journey 4. Select best option for each leg of trip 5. Incorporate temporary closures to route around construction, etc. (DOT has it) 6. Pre-pay across all services/modes 7. Travel train Uber/Lyft/taxis where available 			<ol style="list-style-type: none"> 1. Are there parts of this that exist today/can be done today?
Communicate changes to passenger	<ol style="list-style-type: none"> 1. Automate notifications rather than rely on passenger calling in 2. Automate passenger reminders – night before, X minutes before, vehicle on the way 			
Travel training	<ol style="list-style-type: none"> 1. Virtual? 2. Navigation assistance 3. Remote caregiver assistance 4. Promote available services 			
Data	<ol style="list-style-type: none"> 1. Build passenger profiles – O/D, specific needs 2. Share passenger trip info across systems; alert to trip requests with one booking from passenger 3. Make surveys/outreach more efficient/realtime to 			

	<p>stay ahead of changing needs</p> <ol style="list-style-type: none"> 4. Automate (reporting) data collection 5. Consider what kind of data we want to collect – show unmet needs 6. Consider potential expansion of data collection 			
Coordination	<ol style="list-style-type: none"> 1. Rider companion program – within community to connect transit, benefits programs 2. Trip planning to use different agencies across round trip 3. Discuss regional service possibilities 4. Statewide/regional policy 5. Consider different ways of measuring systems' effectiveness/efficiency 6. Include human service agencies 7. Personalize trip planning – ensure accessibility 8. Eligibility clearinghouse 9. One call one click trip option information 10. Regional OCOC – scheduling rides across multiple agencies 11. Options among human services based on trip type/funding 12. Bring services to person – e.g. grocery delivery 			<ol style="list-style-type: none"> 1. What would OCOC mean for individual agencies long-term? E.g. competition 2. How would OCOC affect jobs within each agency? Fewer calls, therefore fewer dispatchers? 3. How well would regional dispatchers know the area/services?

Micromobility for people with disabilities/older adults	1. Retirement community-based TNC/scooter/golf cart			
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