

Regional Access Mobility Partnership

RouteMatch Software
September 30th, 2008




ROUTEMATCH.COM

DELIVERING RESULTS

Introductions

- **Wilbur Smith Associates**
 - Jim McLaughlin, PE
- **RouteMatch Software**
 - Dustin Koch, Regional Sales Manager/Account Manager





AGENDA

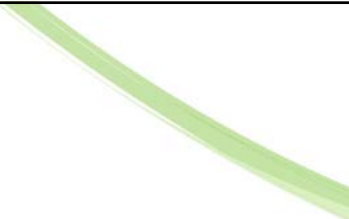

Mobility Management Overview

RouteMatch Software Overview


Intelligent Transportation Systems (ITS)

Coordination Case Studies

Questions and Answers

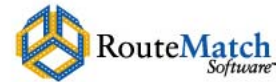


Mobility Management Overview



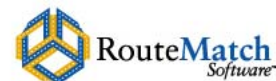
Goals

- **Through service coordination and technology integration to ...**
 - Increase mobility and transportation accessibility for the transportation disadvantaged and the general public
 - Achieve more efficient use of federal transportation funding resources



Milestone/End Product

- **Replicable/Scalable Traveler Management Coordination Center (TMCC) that provides one-stop, unified, customer-based travel information and trip planning services, and supports coordinated human service transportation operations.**



Program Plan/Approach

- **The Initiative consists of five phases**
 - Phase 1: Coalition Building
 - Phase 2: Foundation Research
 - Phase 3: Technology Integration Field Operational Tests and Evaluations
 - Phase 4: Traveler Management Coordination Center Model Deployment
 - Phase 5: Technology Transfer and Outreach



Summary

- **Three Levels of Coalition Building**
 - Core USDOT Intermodal Team
 - Federal Interagency Coordinating Council
 - Stakeholder Advisory/Working Groups
- **Five-phase Approach**
 - Coalition Building
 - Foundation Research
 - Technology Integration, Testing and Evaluation
 - Replicable/Scalable Traveler Management Coordination Center Demonstration
 - Technology Transfer and Outreach
- **One Outcome**
 - Enhanced mobility and accessibility through technology integration and service coordination with efficient use of resources





RouteMatch Software Overview

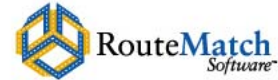
The slide features the title 'RouteMatch Software Overview' in a large, bold font. The background is white with green decorative swooshes. In the bottom right corner is the RouteMatch Software logo, which consists of a stylized blue and yellow cube icon followed by the text 'RouteMatch Software'.

Corporate Background

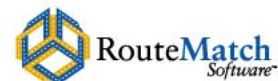
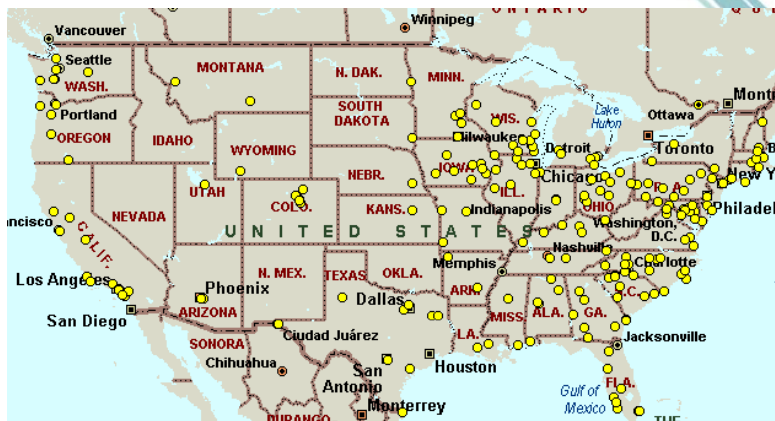
- Transportation Software Company founded in 1999 and incorporated in January 2000 with a razor-sharp focus on the demand-response and transit ITS industries
- A staff of 75+ engineers, consultants, and customer support staff. Headquartered in Atlanta with offices in Kansas, North Carolina, South Carolina, Texas, Colorado, Tennessee, Chicago, Washington, Iowa, and Massachusetts
- Founded to provide flexible, intuitive, and powerful software products to the transportation industry with a unique focus on customer support and satisfaction



RouteMatch Headquarters – Atlanta, GA

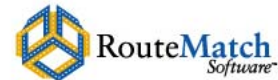


Our Customers

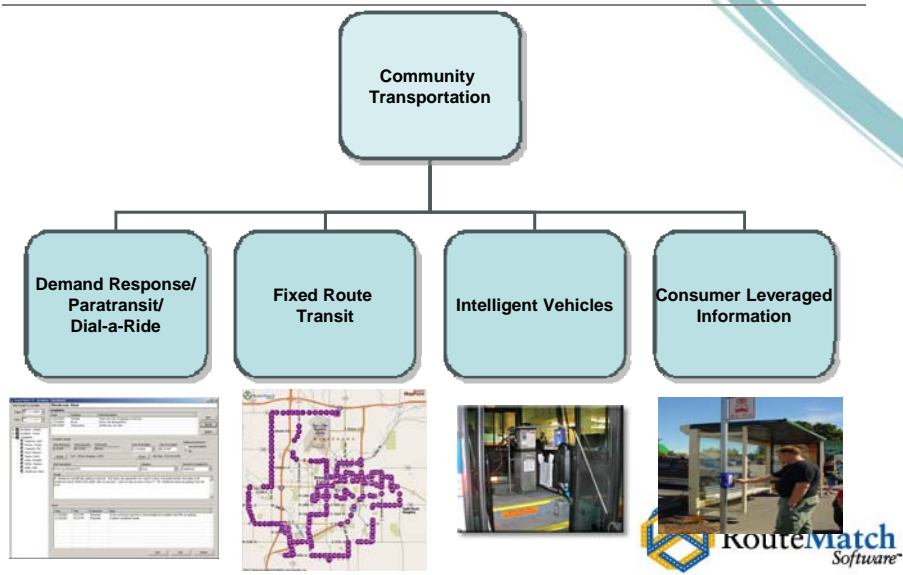


RouteMatch Software Overview

- Proven, stable, and accomplished leader in the transportation and transit ITS industries with over 250 installed public, private, and non-profit transportation organizations in over 45 states
- User Friendly Products and Modules that solve the complex challenges of:
 - *Enterprise Data Management*
 - *Schedule and Route Optimization*
 - *Computer Aided Dispatching*
 - *Billing and Reporting*
 - *Fixed Route ADA Integration*
 - *Mobile Data Systems*
 - *Transportation Coordination*
 - *Transit Business Intelligence*
- Project Management disciplines aligning the agencies goals, objectives, and requirements with a cost effective, budget sensitive, milestone driven approach
- Unique focus on customer support, software maintenance, and on-going customer relationships

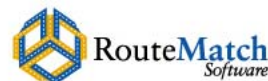


Solutions Overview



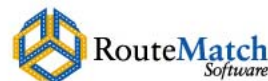
Technology Overview

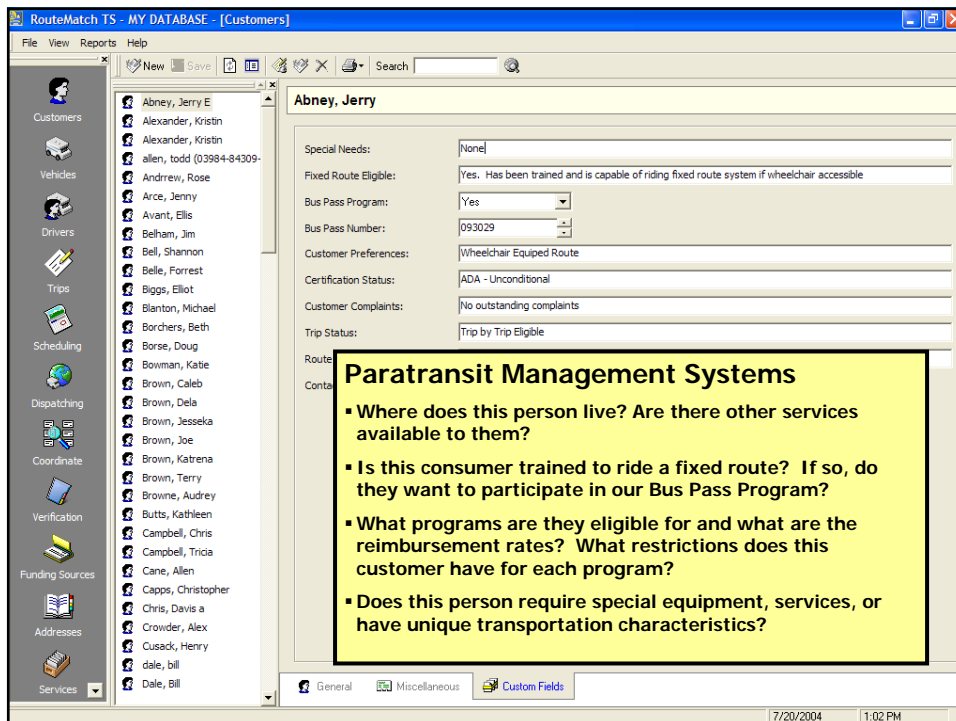
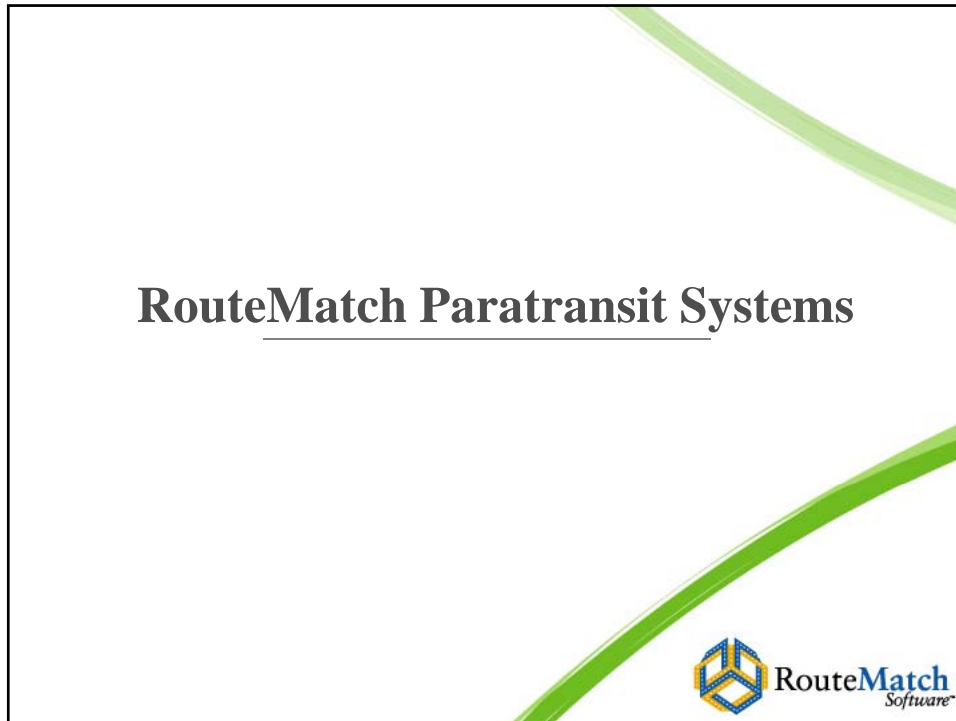
- **Demand Response/ Paratransit**
 - Automated Scheduling, Routing, and Dispatching
 - Billing and Reporting
 - State and Regional Coordination
- **Fixed Route**
 - Demand Response / Fixed Route Integration
 - Fixed Route Scheduling and Routing
 - Fixed Route Schedule Adherence
- **Wireless Communications**
 - In-Vehicle Mobile Data Computers and Data Collection
 - Paratransit CAD / AVL
 - Fixed Route CAD / AVL
- **“Customer” Information**
 - Real-time Passenger Transit Information Systems
 - Transit Web Portals
 - Transit IVR
 - Web-Based Multi-modal Trip Planning Tools



Regional Experience Overview

- **Hancock Area Transit Services (OH)**
 - 250 trips per day
 - 18 vehicles
 - RouteMatch TS
- **Licking County Transit (OH)**
 - 400 trips per day
 - 25 vehicles
 - RouteMatch TS
- **Delaware Area Transit Agency (OH)**
 - 300 trips per day
 - 20 vehicles
 - Fixed Route and demand response
 - RouteMatch TS
- **Ashland Public Transit (OH)**
 - 200 trips per day
 - 15 vehicles
 - RouteMatch TS
- **Provide – A – Ride (OH)**
 - 1000 trips per day
 - 75 vehicles
 - RouteMatch TS and Phone AVL/MDC functions
- **Lawrence County Public Transit (OH)**
 - 200 trips per day
 - 15 vehicles
 - Assisted in new transit system startup
- **Columbiana County Com Action (OH)**
 - 250 trips per day
 - 22 vehicles
 - RouteMatch TS
- **Beaver County Transit (PA)**
 - 500 trips per day
 - 30 vehicles
 - RouteMatch TS
- **The Transit Authority (Huntington, WV)**
 - 200 trips per day
 - 10 vehicles
 - RouteMatch TS





Show Recommendations

Schedule Trip | Cancel and Return | Show Recommendations | Ignore Service

Trip Scheduling Properties

Customer: 12:00:00 PM: Arce, Jenny

Trip Type: Dropoff by
 Pickup Address: 4155 Old Dixie Hwy, San Francisco, CA, 94131
 Dropoff Address: 4119 Browns Bridge Rd, San Francisco, CA, 94112
 Requested Time: 12:00 PM
 Load Time: 1 minutes
 Unload Time: 1 minutes
 Mobility Type: Ambulatory
 Attendants: 0
 Service: ADA SERVICE

Available Vehicles Sorted by Impact

Vehicle	Times	Variance
Shuttle 840 - ADA SERVICE	11:39 AM to 11:45 AM	
Route 12 - ADA SERVICE	11:39 AM to 11:45 AM	
Route 45 - FLEXIBLE SERVICE		
WC - VAN 17 - FLEXIBLE SERVICE	11:	
Shuttle 549 - ADA SERVICE	11:	
Shuttle 841 - ADA SERVICE	11:	
Shuttle 550 - ADA SERVICE	11:	
Shuttle 842 - ADA SERVICE	11:	
Shuttle 843 - ADA SERVICE	11:	
BACKUP VEHICLE - FLEXIBLE SERVICE	11:	
VAN 49 - FLEXIBLE SERVICE	11:	
WC - VAN 55 - FLEXIBLE SERVICE	11:	
VAN 41 - FLEXIBLE SERVICE	11:	
WC - VAN 212 - FLEXIBLE SERVICE	11:	
Route 14 - ADA SERVICE	11:	
ROUT 10 - NORTH SOUTH - FIXED ROUTE	11:	
MALL - CBD ROUTE - FIXED ROUTE SYSTE	11:	

- ✓ Find Best Resource and Schedule
- ✓ Create Efficient Schedules
- ✓ Identify Other Mobility Options
- ✓ Demand Response
- ✓ Fixed Route
- ✓ Flexed Route
- ✓ Coordinated Resources

7/20/2004 6:47 PM

RSE Summary Statistics for 11/03/2006

Summary Statistics 11/04/2006

Avail Veh	Used Veh	Avail Trips	Sched Trips	Unsched Trips	Rev Hrs	Tot Hrs	Rev Miles	Tot Miles	Batch Effic	Warnings	Errs	Run Secs
20	5	18	18	0	13.92	41.50	80.52	131.48	1.29	0	0	11.04

Run ID	Pool Desc	Veh Desc	First Pickup	Last Dropoff	Break Minutes	Veh Rev Hrs	Veh Tot Hrs	Veh Rev Miles	Veh Tot Miles	Veh Trips	Veh Efficiency
1	ADA	VAN 99	639	1522	0	8.72	9.63	29.79	41.00	7	0.80
2	ADA	VAN 49	1710	1726	0	.27	11.87	3.18	11.08	1	3.75
8	ADA	Shuttle 840	1359	1446	0	.78	8.02	5.15	7.82	2	2.55
25	ADA	ROUTE 5	1059	1402	0	3.05	9.28	32.36	48.00	6	1.97
31	ADA	ROUTE 3	616	722	0	1.10	2.70	10.04	23.58	2	1.82

Evaluate Real time routing efficiency

OK

RouteMatch Software

Santa Clarita Transit
NTD Form: Service Non-Rail (S-10) Mode: DR Service DO
For 07/21/2004 to 07/21/2005

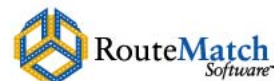
Maximum Service Vehicles
01 Vehicles operated in basic/maintenance service (VOMIS)
02 Vehicles available for availability/maintenance service

	Average Weekday	Average Saturday	Average Sunday	Annual Total
Periods of Service				
03 Time service begins	<input type="text"/>	<input type="text"/>	<input type="text"/>	
04 Time service ends	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Service Supplied				
05 Vehicles in operation	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	
11 Total actual vehicle miles	<input type="text" value="22.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="46"/>
12 Total actual vehicle miles-kilometers	<input type="text" value="12.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="26"/>
14 Total actual vehicle hours	<input type="text" value="2.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="6.77"/>
15 Total actual vehicle hours-kilometers	<input type="text" value="2.76"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="9.92"/>
16 Charter service hours	<input type="text"/>	<input type="text"/>	<input type="text"/>	
17 Schoolbus hours	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Service Consumed				
18 Unlimited passenger trips (UPT)	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0"/>
19 Americans with Disabilities Act of 1990 (ADA) limited passenger trips (LPT)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>
20 Passenger miles (PM)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Service Operated (Days)				
21 Days schedule operated	<input type="text"/>	<input type="text"/>	<input type="text"/>	
22 Days not operated due to strikes	<input type="text"/>	<input type="text"/>	<input type="text"/>	
23 Days not operated due to officially declared emergencies	<input type="text"/>	<input type="text"/>	<input type="text"/>	

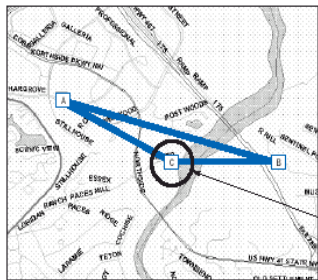
Develop Accurate and Detailed Invoices & Reports.

Core Technologies

- **Geographic Information Systems (GIS)**
 - Modern real-world transportation problems
 - Foundation for solving the scheduling and routing problem
- **RouteMatch Scheduling Engine (RSE)**
 - GIS-based route and schedule optimization engine
 - Utilizes the real street network
- **RouteMatch Database Management**
 - Mission Critical Database System
 - Microsoft SQL Server
- **RouteMatch Billing Engine (RBE)**
 - Reconciles complex billing rules and cost allocations
- **RouteMatch Reporting Engine (RRE)**
 - Standard Reports
 - Ad-Hoc Wizard Reports
 - Custom Reports

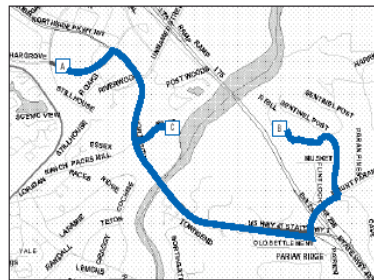


GIS Network-Based Algorithm vs. Triangulation



Triangulation methods determine routing and schedules through straight-line distances and the addition of a "fudge factor."

Point to Point Triangulation with Barrier Processing. Very inaccurate in estimating time and distances.

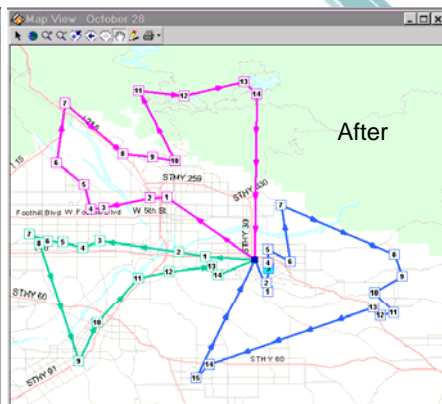
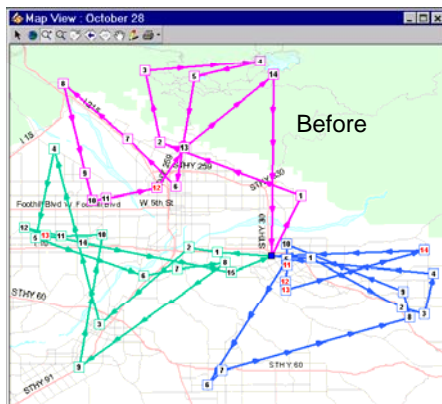


Using the "real street network," RSE calculates distance and driving time based on actual road conditions and the topology of a geographic area.

Real-world travel time and cost calculations using GIS data optimized for scheduling and routing.

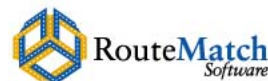


Before and After Routes



Extensible Modules

- **RouteMatch MDC/AVL**
 - Track and monitor vehicle location and events in real-time. On board data collection and real-time data communication
- **RouteMatch Fixed Route Display**
 - GeoSpatial tools present ADA and other service corridors to support eligibility determination and schedule integration
- **RouteMatch Incidents Management Module**
 - Manages complaints, accidents, and incidents for improved customer service and response
- **RouteMatch Certification Module**
 - Manage and streamline your certification and eligibility processes for ADA, Medicaid, or other services
- **RouteMatch Self Service Web Portal**
 - Customers can register, request trips, confirm and cancel rides via a web browser
- **RouteMatch Self Service Phone**
 - Provides IVR and telephony automation for automatic call backs, alerts, and self service reservation and automated customer service
- **RouteMatch Coordination Module**
 - Facilitates interagency and intra-agency coordination



RouteMatch PhoneAVL

- Lower cost vehicle tracking and messaging solution
- Utilizes the GPS-enabled Rugged Motorola i355 phone
- Serves as a mobile messaging device
- Drivers can log in and out and send data to dispatch system for analysis and performance monitoring



RouteMatch T5 - IA HIRTA DALLAS - [Dispatching]

File View Reports Help

May 25, 2007 Data View Save New Trip

Customers
Vehicles
Drivers
Trips
Scheduling
Dispatching
Verification
Funding Sources
Addresses
Services

03 . 2223
★ 04 . 2225
05 . 2224
07 . 2220
11 . 9503
Denny Langel

Stop#	Time	Confirmation#	Customer	Status	Action
Vehicle 03 . 2223	is not moving. GPS Location is [-94.01696, 41.62451] @ 3:05 PM				
Vehicle 04 . 2225	is traveling East @ 22 mph. GPS Location is [-94.08679, 41.83466] @ 3:32 PM				
Vehicle 05 . 2224	is traveling South @ 2 mph. GPS Location is [-93.66426, 41.58211] @ 3:26 PM				
Vehicle 07 . 2220	is not moving. GPS Location is [-94.05276, 41.83599] @ 3:31 PM				
Vehicle 11 . 9503	There is no vehicle information available at this time.				

Whiteboard AVL Display Cancellations RANGER No Shows

5/25/2007 3:33 PM

Start RouteMatch OnboardDe... RouteMatch OnboardDe... RouteMatch T5 - IA ... 3:32 PM

MDC

File View Help

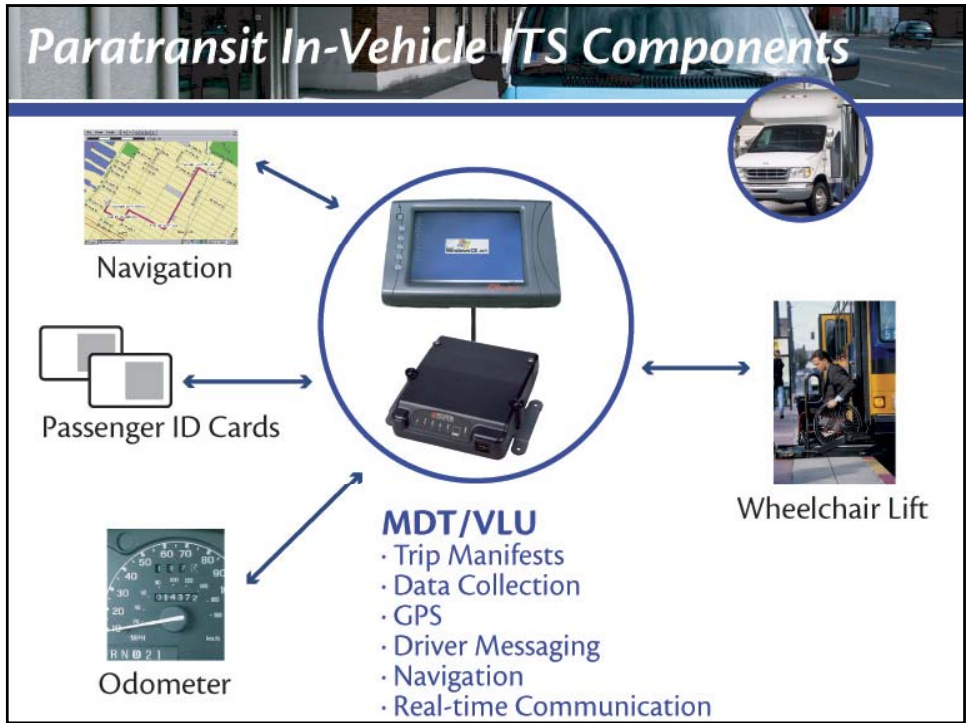
May 30, 2007 Data View Show Date

Customers
Vehicles
Drivers
Trips
Scheduling
Dispatching
Verification
Funding Sources
Addresses
Settings
Billing
Coordination
Incidents
Accidents
Complaints
Self Service

MDC

Stop Type	Run Name	Vehicle	Timing Preference	Customer Name	Stop Address	Stop Common Name	Request T...	Reserved Stop Time	Stop Arrive ...	Stop Time /	MDC Trip Status	Cancel...
(Unscheduled)												
099												
P	TRun2	099	Dropoff	Mason, Shannon	3046 Spring Hill Pkwy ...		08:00:00 AM	07:59:00 AM	07:59:00 AM		Trip Scheduled	
D	TRun2	099	Dropoff	Mason, Shannon	1349 West Peachtree ...	Midtown Plaza Two	08:00:00 AM	09:00:00 AM	09:00:00 AM		Trip Scheduled	
P	TRun2	099	Dropoff	Stepanski, Kelle	3344 Turtle Lake Club Dr		09:00:00 AM	10:45:00 AM	10:45:00 AM		Trip Scheduled	
D	TRun2	099	Dropoff	Stepanski, Kelle	1349 West Peachtree ...	Midtown Plaza Two	08:00:00 AM	11:30:00 AM	11:30:00 AM		Trip Scheduled	
312												
P	TRunPM	312	Pickup	Rehans, Jim	2980 Cooks Pkwy Av	Schickel's Deli	02:00:00 PM	02:27:00 PM	08:36:36 AM	09:36:37 AM	Trip Completed	
D	TRunPM	312	Pickup	FANE, MELBOY	2578 HENRY CHAPEL RD		02:00:00 PM	02:36:00 PM	09:36:45 AM	09:36:45 AM	Passenger NotOn	
P	TRunPM	312	Pickup	Park, Melody	1930 Piedmont Rd NE	Piedmont Health ...	02:00:00 PM	02:00:00 PM	09:36:42 AM	09:36:45 AM	Passenger NotOn	
D	TRunPM	312	Pickup	Rehans, Jim	675 Valley Brook Rd		02:00:00 PM	02:14:00 PM	09:36:50 AM	09:37:24 AM	Trip Completed	
P	TRunPM	312	Dropoff	Schector, Erica	1349 West Peachtree ...	Midtown Plaza Two	05:00:00 PM	04:07:00 PM	09:37:36 AM	09:43:08 AM	Passenger Onboard	
D	TRunPM	312	Dropoff	Schector, Erica	3616 Robin Way		05:00:00 PM	05:00:00 PM	05:00:00 PM	05:00:00 PM	Passenger Onboard	
P	TRunPM	312	Pickup	Rood, Sally	77 Cole St NE Suite 23	Parenting For He...	05:00:00 PM	05:45:00 PM	05:45:00 PM	05:45:00 PM	Trip Scheduled	
D	TRunPM	312	Pickup	Rood, Sally	3663 New DeVer Rd ...		05:00:00 PM	06:15:00 PM	06:15:00 PM		Trip Scheduled	
556												
887												
Van 3												
VAN 41												
VAN 55												
VAN 76												

Whiteboard AVL Display MDC Unschedule trips



ITS Coordination Tools

The slide features a large white area with a green curved graphic on the right side. The text "ITS Coordination Tools" is centered and underlined. The RouteMatch Software logo is located in the bottom right corner.

Coordination Module


- Allows RouteMatch Software users to seamlessly share, coordinate, and report on coordinated trips through RouteMatch Product
- Requires all “coordinating agencies” to utilize RouteMatch Software Products in a Centralized Database with a Distributed Application

Web Portal Application

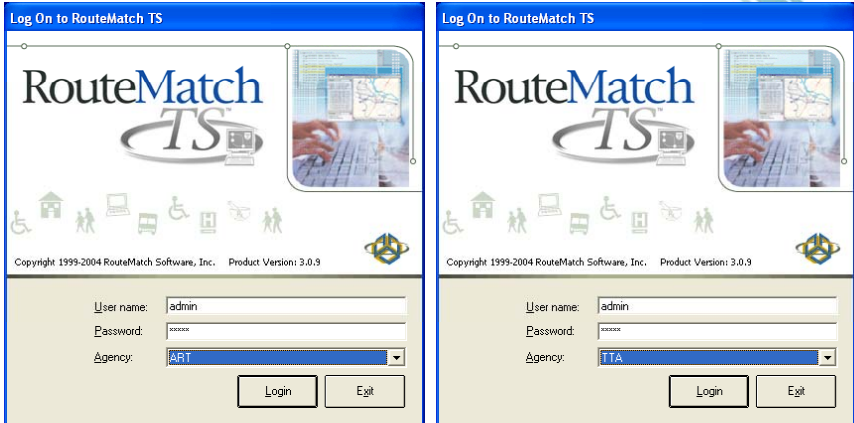

- Web-based solution to provide access to both consumers and “coordinating” agencies to request coordinated transportation.
- Only requires internet access and web login and password

Data Interchange Utility

- Data Integration tool that allows import / export of coordination related information
- Integration to third party or legacy systems to facilitate electronic receiving of trips and submission of trip data.



Coordination Tools

Scheduling & coordinating multiple trips through different providers

Agency	Trip Group	First Name	Last Name	Pickup	Request Time	Early Time	Late Time	Origin	City	ST	Destination	City
Coordinat...	King Count...	Shannon	Bell	<input type="checkbox"/>	12:00:00 PM	11:45:00 AM	12:00:00 PM	5708 Chanta Ln SW	Atlanta	GA	100 Main ST	Alpharetta
Coordinat...	Hopelink	Doug	Borse	<input checked="" type="checkbox"/>	3:00:00 PM	3:00:00 PM	3:30:00 PM	1111 Ponce De Leon	Atlanta	GA	654 park village d...	Atlanta
Coordinat...	Hopelink	Elliot	Biggs	<input checked="" type="checkbox"/>	12:00:00 PM	12:00:00 PM	1:00:00 PM	1550 Pleasant Hill...	Duluth	GA	2890 Cobb Pkwy ...	Atlanta
Coordinat...	LINK Transit	Rose	Andrew	<input type="checkbox"/>	10:15:00 AM	10:10:00 AM	10:15:00 AM	1349 West Peach...	Atlanta	GA	5161 Brook Hollo...	Atlanta
Fixed Rou...	King Count...	Shannon	Bell	<input type="checkbox"/>	12:00:00 PM	11:45:00 AM						Alpharetta
Fixed Rou...	Hopelink	Doug	Borse	<input checked="" type="checkbox"/>	3:00:00 PM	3:00:00 PM	3:00:00 PM					Atlanta
Fixed Rou...	Hopelink	Elliot	Biggs	<input checked="" type="checkbox"/>	12:00:00 PM	12:00:00 PM	12:00:00 PM					Atlanta
Fixed Rou...	LINK Transit	Rose	Andrew	<input type="checkbox"/>	10:15:00 AM	10:10:00 AM	10:10:00 AM					Atlanta
Long Dista...	King Count...	Shannon	Bell	<input type="checkbox"/>	12:00:00 PM	11:45:00 AM						Alpharetta
Long Dista...	Hopelink	Doug	Borse	<input checked="" type="checkbox"/>	3:00:00 PM	3:00:00 PM	3:00:00 PM					Atlanta
Long Dista...	Hopelink	Elliot	Biggs	<input checked="" type="checkbox"/>	12:00:00 PM	12:00:00 PM	12:00:00 PM					Atlanta
Long Dista...	LINK Transit	Rose	Andrew	<input type="checkbox"/>	10:15:00 AM	10:10:00 AM	10:10:00 AM					Atlanta
Medical Trips	King Count...	Shannon	Bell	<input type="checkbox"/>	12:00:00 PM	11:45:00 AM						Alpharetta
Medical Trips	Hopelink	Doug	Borse	<input checked="" type="checkbox"/>	3:00:00 PM	3:00:00 PM	3:30:00 PM	1111 Ponce De Leon	Atlanta	GA	654 park village d...	Atlanta
Medical Trips	Hopelink	Elliot	Biggs	<input checked="" type="checkbox"/>	12:00:00 PM	12:00:00 PM	1:00:00 PM	1550 Pleasant Hill...	Duluth	GA	2890 Cobb Pkwy ...	Atlanta
Medical Trips	LINK Transit	Rose	Andrew	<input type="checkbox"/>	10:15:00 AM	10:10:00 AM	10:15:00 AM	1349 West Peach...	Atlanta	GA	5161 Brook Hollo...	Atlanta
Public Tra...	King Count...	Shannon	Bell	<input type="checkbox"/>	12:00:00 PM	11:45:00 AM	12:00:00 PM	5708 Chanta Ln SW	Atlanta	GA	100 Main ST	Alpharetta
Public Tra...	Hopelink	Doug	Borse	<input checked="" type="checkbox"/>	3:00:00 PM	3:00:00 PM	3:30:00 PM	1111 Ponce De Leon	Atlanta	GA	654 park village d...	Atlanta
Public Tra...	Hopelink	Elliot	Biggs	<input checked="" type="checkbox"/>	12:00:00 PM	12:00:00 PM	1:00:00 PM	1550 Pleasant Hill...	Duluth	GA	2890 Cobb Pkwy ...	Atlanta
Public Tra...	LINK Transit	Rose	Andrew	<input type="checkbox"/>	10:15:00 AM	10:10:00 AM	10:15:00 AM	1349 West Peach...	Atlanta	GA	5161 Brook Hollo...	Atlanta

RouteMatch™ Portal for Demo Transportation Agency

Welcome to RouteMatch™ Portal

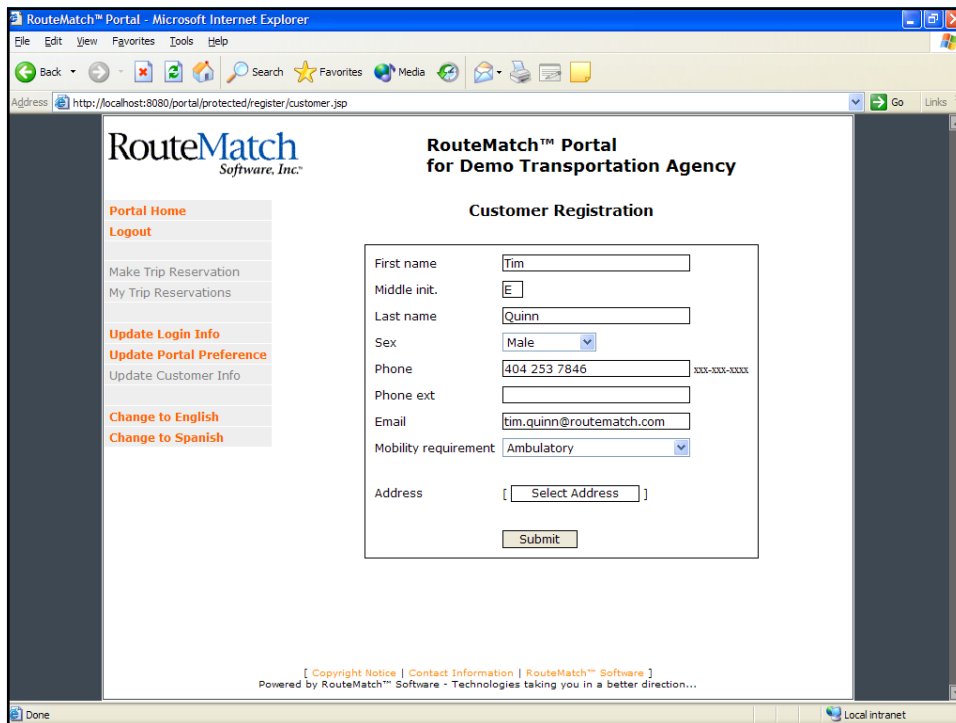
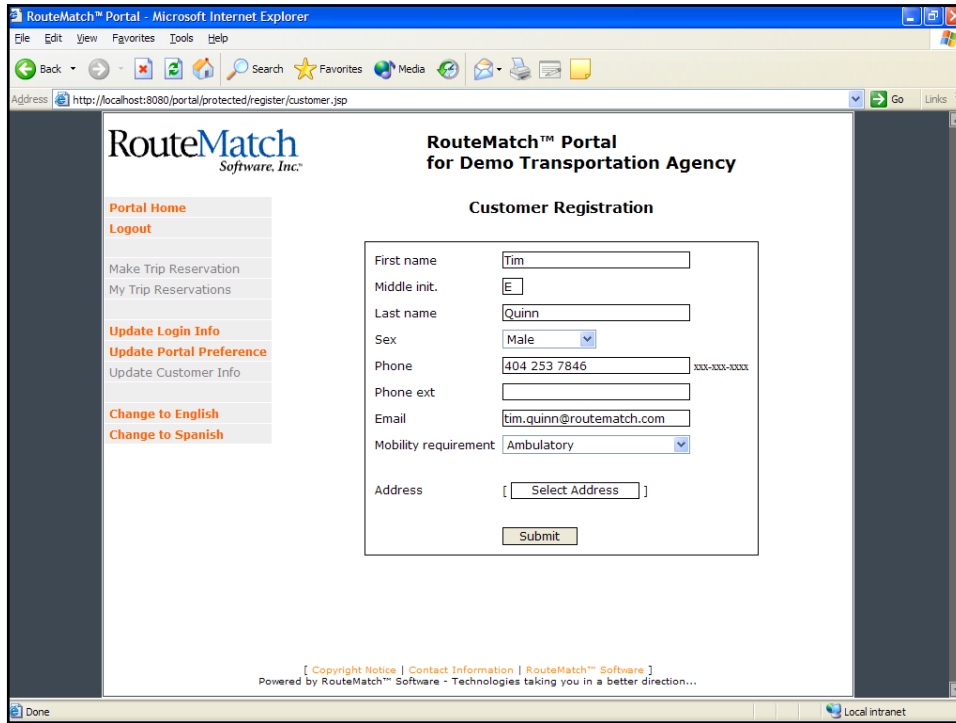
You are registered as a valid RouteMatch Portal user. However, we also need to collect few information about you (e.g., name, address, contact information, etc.) to enable you to make trip reservations.

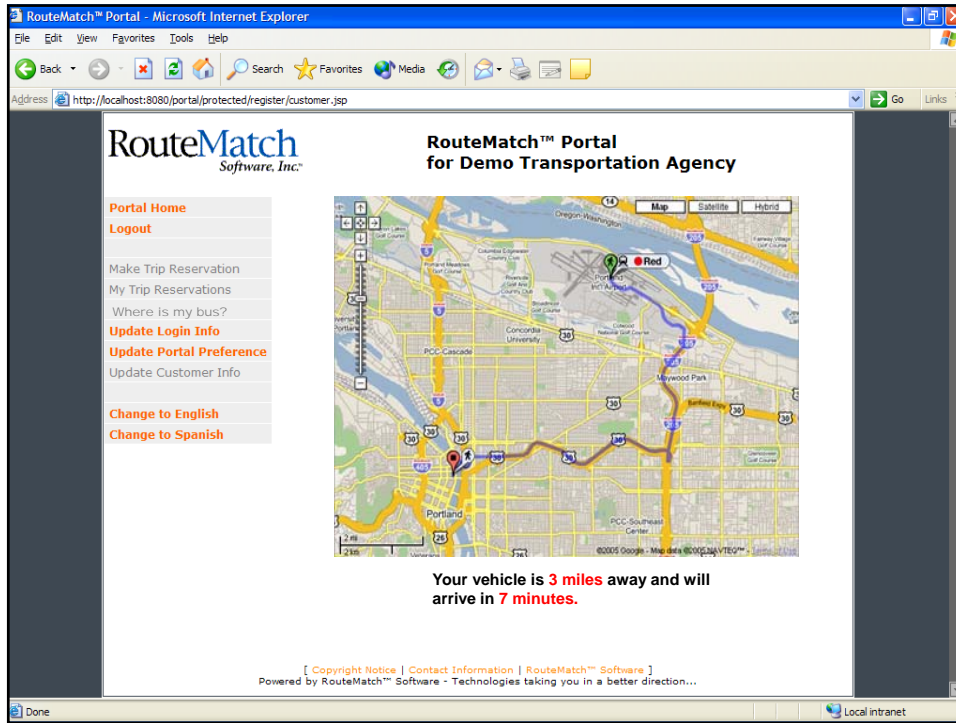
To start your customer information registration, please click the link below.

[Start Customer Registration]

Users can register for services online, make trip reservations, obtain information on their trips, and learn more about your systems services and processes


Coordinated agencies and providers can log in to reserve transportation for their consumers, obtain trip information, and submit information online





**Mobility Management
Case Studies**

**Northwest Indiana Regional Planning Commission
Lower Savannah Council of Governments, Aiken, SC
Paducah Area Transit System, Paducah, KY**



Case Study: Northwest Indiana RPC

□ Northwest Indiana Regional Planning Commission, Hammond, IN

- ✓ First Regional Agency in State
- ✓ Region = 3 counties
- ✓ Over 100 vehicles
- ✓ Paratransit, Demand Response, Fixed Route service
- ✓ Over 1000 trips per day
- ✓ 3 small urban providers
- ✓ 3 rural county providers
- ✓ 2 non-profits
- ✓ One agency acts as call center and technology liason
- ✓ Lead agency manages call in-take, scheduling, technology



Case Study: Lower Savannah COG

□ Lower Savannah Council of Governments, Aiken, SC

- ✓ First Regional Transp. Mgmt. Agency in SC – a leader
- ✓ Region = 6 counties
- ✓ “Mobility management” staff on-site
- ✓ Coordinates vehicle purchases & service planning
- ✓ Aging & Disability Resource Ctr.
- ✓ Regional human service agency
- ✓ Coordinates with region’s Medicaid transportation broker



Case Study: Lower Savannah COG

□ Mobility Management Practices

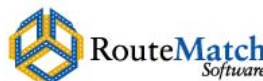
- ✓ Regional collaboration
- ✓ Arrange for the sharing of vehicles
- ✓ Medicaid Transformation Site
- ✓ Central Clearing House: Information & Referral
- ✓ Contracting for Services
- ✓ MSAA project:
Regional TMCC



Case Study: Paducah Area Transit

□ Paducah Transit Authority, Paducah, KY

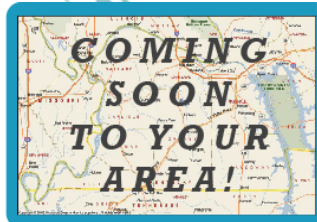
- ✓ **Location:** Paducah, KY
- ✓ **Population:** 26,307 (city);
Service area = 127,981
- ✓ **Transportation Services Provided:**
Fixed Route, ADA Paratransit, Dial-a-Ride, taxi, coordinated human service, regional Medicaid provider (3 counties), airport shuttle, package/movie delivery, UPS/FedEx service, 200 contracts total, downtown trolley, special events, and vanpools.
- ✓ **Other Regional Partners:** Fulton Co. Transit, Murray-Calloway Co. Transit, and Easter Seals West Kentucky
- ✓ **MSAA Project:** Regional TMCC
- ✓ **211 initiative**



INTRODUCING THE NEW:

Transportation Management Coordination Center (TMCC)

You will easily have access to the following:



Detailed Services Information:

- Find the transportation services provided and their hours of operation.
- See the transportation providers available in your county.

Bus Arrival and Departure Information:

- Quickly get an answer to - "Where's my ride?"

Scheduling Transportation:

- Schedule a trip and receive trip information.
- Determine eligibility for transportation services.

Fare Media Information:

- Receive your fare card available balance and reload funds.

Safety and Security Information:

- Check service availability due to weather conditions or other issues.

211 Human Service & Community Information and Referral:

- Find information on various community organizations, programs, and services offered.
- Get connected directly!

“Your one stop shop to gaining simplified access to transportation and human service information in the Purchase Region 24 hours/day 7 days/week.”

Access the TMCC in a number of ways:

These services will be available in multiple languages and accessible by the hearing impaired.



PHONE

(speak to a live person or use our automated system)

WALK-UP KIOSK



IN PERSON



INTERNET

Additional Information:

- Paducah Area Transit (270) 444-8700; www.paducahtransit.com
- Murray Calloway Transit (270) 753-9725; www.murraytransit.com
- Fulton County Transit (270) 472-0663; www.westernkytoday.com/fultontransit.html

Learn More!

U.S. Department of Transportation's Mobility Services for All Americans (USDOT MSA) - www.its.dot.gov/msaa

Support & Maintenance

- 800 Number For Technical Support
- Online Support
- Remote Access to Agency's Server
- Dedicated Account Manager
- Detailed User Manuals
- Detailed Online Help Screens
- Software Updates and Upgrades
- State & Regional User Groups
- Annual User Conference
- Feature Requests
- Issue Reporting



Question & Answers



Contact Us

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