Community Driven
A Mobility Management Pilot Program Proposal

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Who is iMoveU.org?

• Natasha Serra, Founder
• Former Mobility Manager SLC-BOCC, Former FCTD Statewide Mobility Manager, FDOT –D4 Regional Mobility Facilitator, Renaissance Planning, APD Study, Founder of iMOVEu
• A local Florida non-profit that is seeking to provide Mobility Management coordination via the Assisted Rides software, in concert with the Designated Recipients, CTC’s, and local coordinating boards across the Treasure Coast
• Seeking to establish partnerships with Private - Paratransit Transportation Providers
• Has established relationships with many Human Service Agencies across the Treasure Coast seeking transportation for their participants
Who is the AlterNetWays Company, LLC?

- Mark Evanoff
  - President
- Jeremy Pease
  - Chief Technology Officer
- Developed Assisted Rides Software
  - Started in 2010, 100+ organizations, 32 states, ~3 million rides/services to assist HAS’s
  - Unique model allows it to fit various types of agencies
    - Requests, booking, routing, and dispatch
    - Robust reporting for regulatory/grant reporting & compliance for many local/state/federal agencies becomes easier with AR.
Other Assisted Rides Features

- Client login and Request Ride
- Supports Agency Owned Vehicles
- Supports 3\textsuperscript{rd} Party Service Providers
- Recurring Requests
- Innovative uses of Assisted Rides
  - Parolee rides to meet Parole Officers (AK)
  - Employment Transportation (CA)
  - Teen guaranteed rides (OK)
  - Senior Living Communities (TN)
  - “Fun Bus” programs (WI)
  - SVTN Partnership (TN)
Assisted Rides Features Aligns with FTA

- Members
  - Clients (Passengers)
  - Drivers (Agency Drivers, Providers, Volunteers)
  - Administrators (HR, Managers, Staff)

- Destinations
  - Scheduling

- Vehicles
  - Maintenance
  - Inspections

- Administration
• Working together since 2015
  
  • Natasha brings Mobility Management expertise and consults on software development for FTA Compliance
  
  • Mark/Jeremy bring technical expertise working with over 100 transportation agencies across 32 States
  
  • Developed Maintenance Module
  
  • Together, they seek to meet Human Service Agencies Mobility Management Goals
What are we seeking?

- iMOVEu.org and The AlterNetWays Company, LLC are seeking a Partnership between a Designated Recipients (DR) &/or CTC in one of the District Four Counties.

- The AlterNetWays Company and iMoveU.org would like to apply to implement a Mobility Management pilot.

- Partner with more Human Service Agencies across the Treasure Coast that can process eligibility via AR’s software portal.
What are the main problem with safe and accountable transportation?

- **Problems:**
  - Safety issues pertaining to Drug and Alcohol, Vehicle Mainetenace Motor Vehicle Checks and Training
  - Coordination is often difficult amongst existing 5310 Providers
  - Auditing agencies is difficult and inconsistent across various agencies that transport seniors and people with disabilities
  - No direct customer service or direct supervisory insight for monitoring of transportation providers
  - Missed opportunities for seeking funding by not tracking human service-related performance measurements
  - Reporting on Performance Measurements and telematics
  - No true coordination for Emergency Evacuation or Shelter Transportation pre and post disaster
Transportation Stakeholder Input on Involvement

• We are seeking Input from CTC’s, Human Service Agencies on the LCB’s and other

• Input will benefit the development of a tailored proposal based on the needs of the LCB and those they represent in the community
How?

The solution is to pilot an accountable and transparent Mobility Management Program to give Human Service Agencies a complete turnkey solution that enables them to schedule and provide rides while addressing grant requirements in a cost-effective manner.

- Utilizing Private Transportation Operators who undergo an Operational Analysis to be an approved provider under iMOVEu.org and;
- Utilizing Assisted Rides software with
- Human Service Agencies processing eligibility and requesting trips that are eligible for iMOVEu approved transportation providers to take increases coordination

Thus establishing a Mobility Management Pilot involving transportation coordination and compliance utilizing the Assisted Rides Software may be realized and

- Makes the monitoring of FTA/DOT grant(s) more efficient while promoting coordination of available resources (vehicles and funding)
Why?

• Agencies need a complete turnkey solution that enables them to schedule and provide rides while addressing grant requirements in a cost-effective manner.

• A Mobility Management pilot would assist with coordinated efforts per all of the Treasure Coast Counties TDSP Goals.

• It will assist in determining what components of FTA Compliance can be streamlined for 5310/5311 transportation providers via the use of the software.
The Software will assist with 5310 Grant Compliance via essential functionality that captures internal and external operations for human services transportation. Specific information is captured on:

- **Member Management (Clients/Drivers/Volunteers)**
- **Destination Management (Ride Types)**
  - Passengers' ride details (access for passengers and carriers)
  - Ride Scheduling, Authorization, Routing, Dispatch, Costs, and Closeout
- **Vehicle Management**
  - Inspections & Maintenance
- **Administrative Management (Tracking for Human Resources and other key Transportation Management Staff for Accounting, Procurement, Emergency Planning and Risk Management)**
  - Transportation Agency Implementation Questionnaire (Generates Agency Specific Templates for ADA, Title VI, EEO, DBE, COOP, CEMP & other policies)
  - Reporting
    - Across all agencies participating for all require reporting to all agencies
    - Performance Measurements & Telematics
iMOVEu.org would like to test this Mobility Management Concept

- Cut through red tape at various levels of grant administration via proof of implementation in transparent operations via AR

- Refocus on how to manage people’s mobility via Operations and enhance Coordination of safe, accountable and transparent providers.

- At end of project we will know the answers to; If monitoring and oversight are easier? Can FDOT have more visibility into agencies? Are agencies compliant and involved in coordination efforts?

- Pilot Proposal seeks to demonstrate how the software can expand to help other Human Service Agencies, DOT’s and LCB’s perform Mobility Management Concepts utilizing AR

- Software enhancements will have applicability to 5310/5311/5307 providers
For More Information:

Questions?
Comments?
Concerns?

Contact:

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