

Atlanta Regional TMCC

presented by

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Atlanta Regional Commission

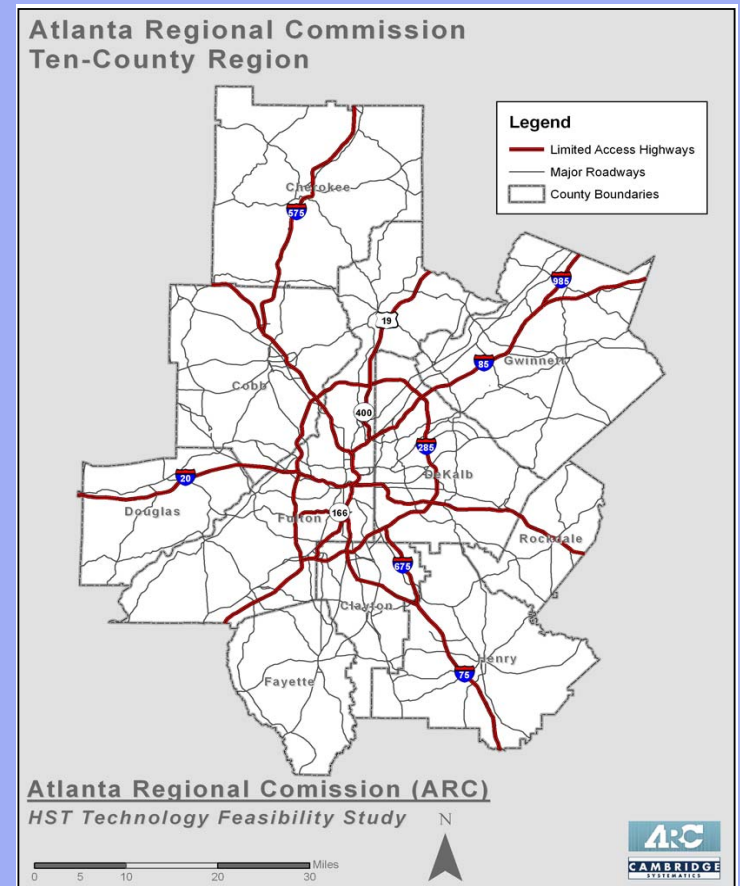
UWR/MSAA Demonstration Workshop

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Atlanta Regional TMCC Vision

“To create a regional coordinated HST system that maximizes existing resources and allows for accessible and seamless service delivery to customers through technology integration.”



Achieving the Atlanta TMCC Vision – Stakeholder Involvement is Key

- **Georgia Department of Community Health (Medicaid)**
 - Southeastrans (broker)
 - Many private providers
- **Georgia Department of Human Resources**
 - Atlanta area aging network
 - Many private providers
- **Georgia Department of Community Health (Medicaid)**
 - MARTA and C-Tran Transit Agencies
 - Cobb and Gwinnett County Transit Agencies
- **User Groups**

Stakeholder Participation Approach

TMCC Concept reflects consensus of stakeholders

- **Techniques included**

- Advisory Committee meetings
- Discussion roundtables with User Groups
- Stakeholder interviews

- **Lessons learned**

- Consensus-building takes time. Need to take slow, incremental steps toward ultimate TMCC vision

Stakeholder Needs are Reflected in Goals

- **User needs**

- Improve operations
- Provide access to information

- **Human service agency needs**

- Reduce funding and programmatic constraints
- Improve communication

- **Transportation provider needs**

- Reduce funding strain
- Minimize operational requirements
- Improve communication

Five Primary Goals

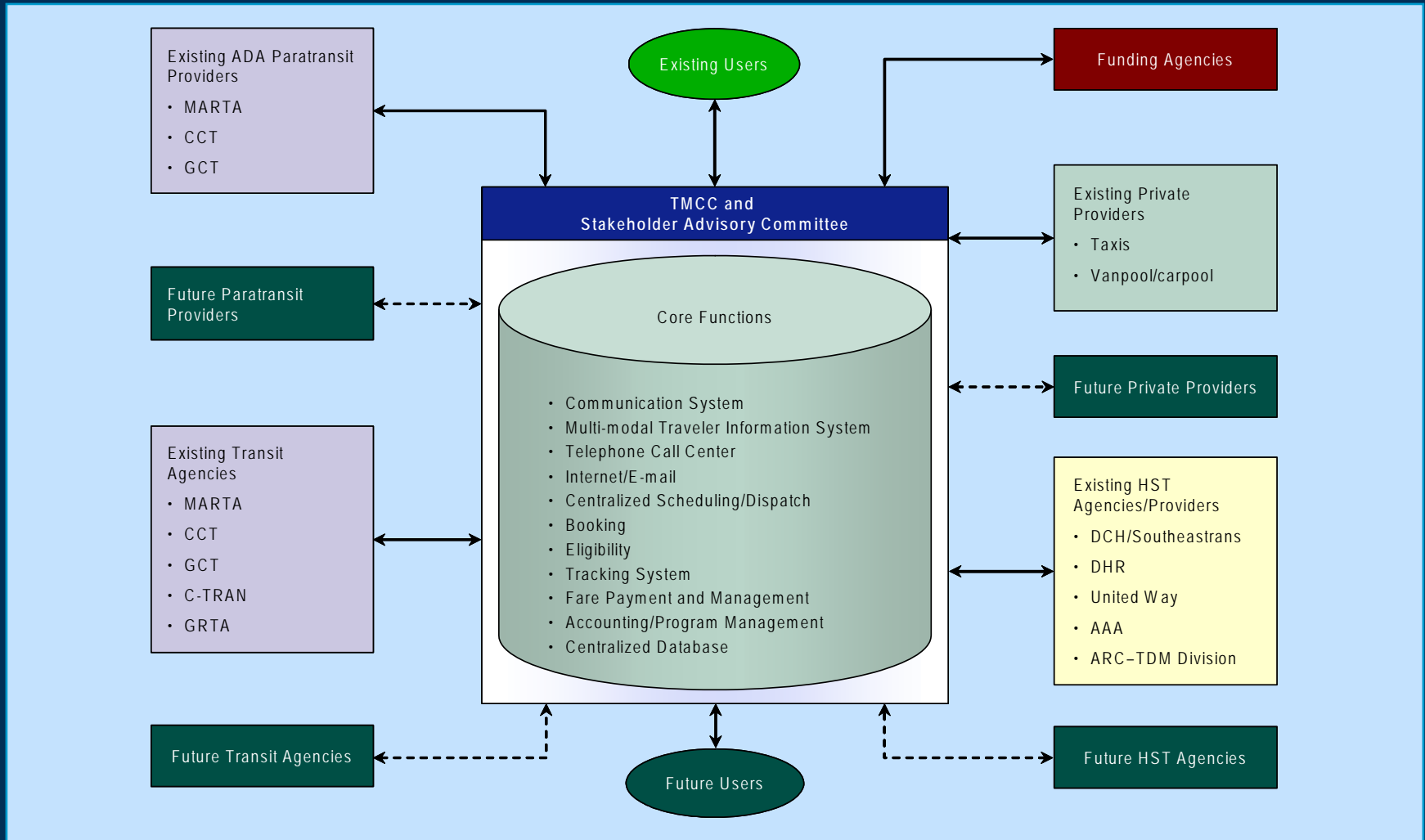
1. Increase access to information
2. Streamline customer referral to providers
3. Enhance quality of customer's experience
4. Improve cost-effectiveness and increase efficiency
5. Increase capacity and geographic coverage to meet future needs

Objectives in place to support each goal.

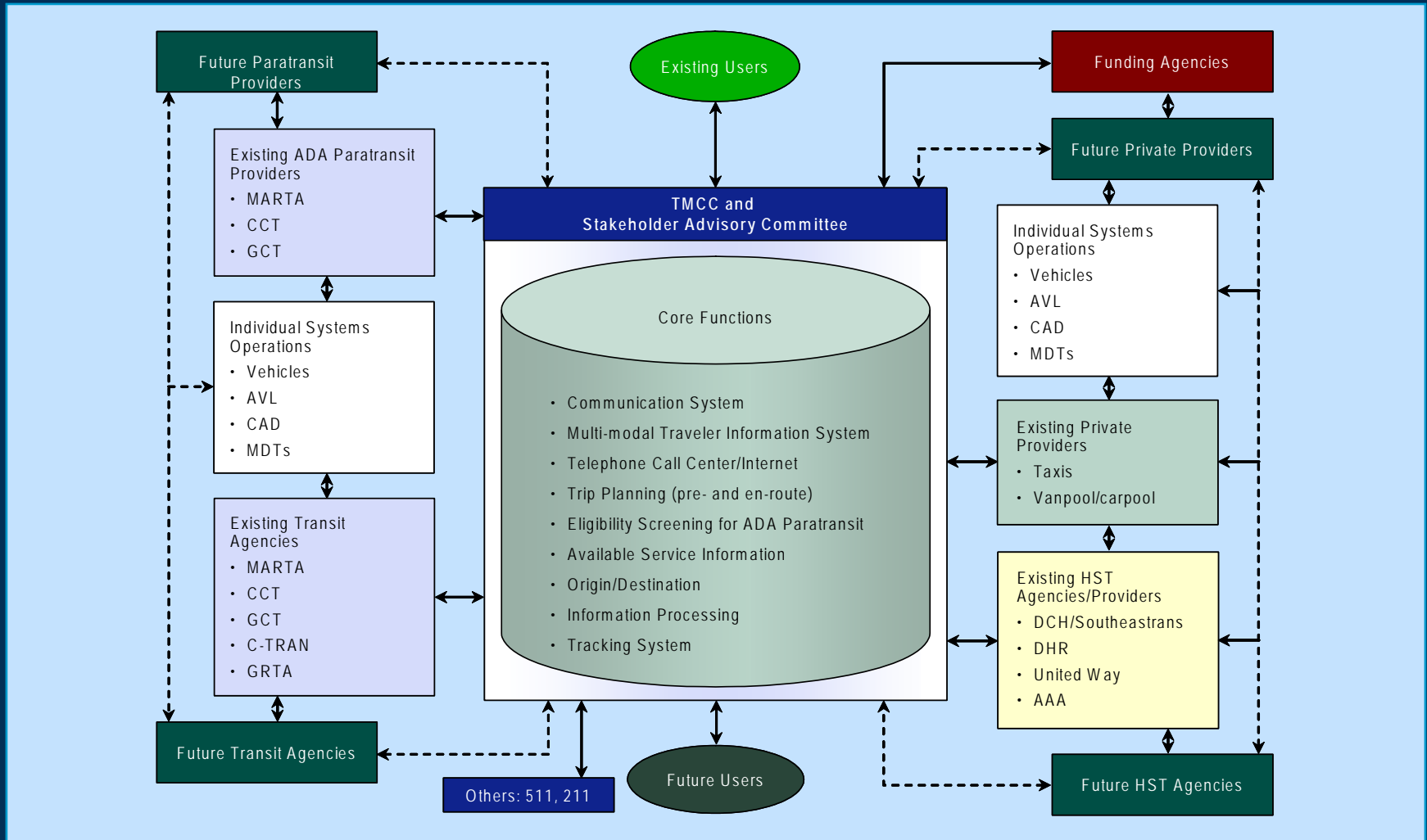
Community Support for TMCC

- Consensus: TMCC should be brought on-line immediately to address Goals 1 and 2
- Leadership support for other functions is contingent upon additional dialogue and incremental approach toward change

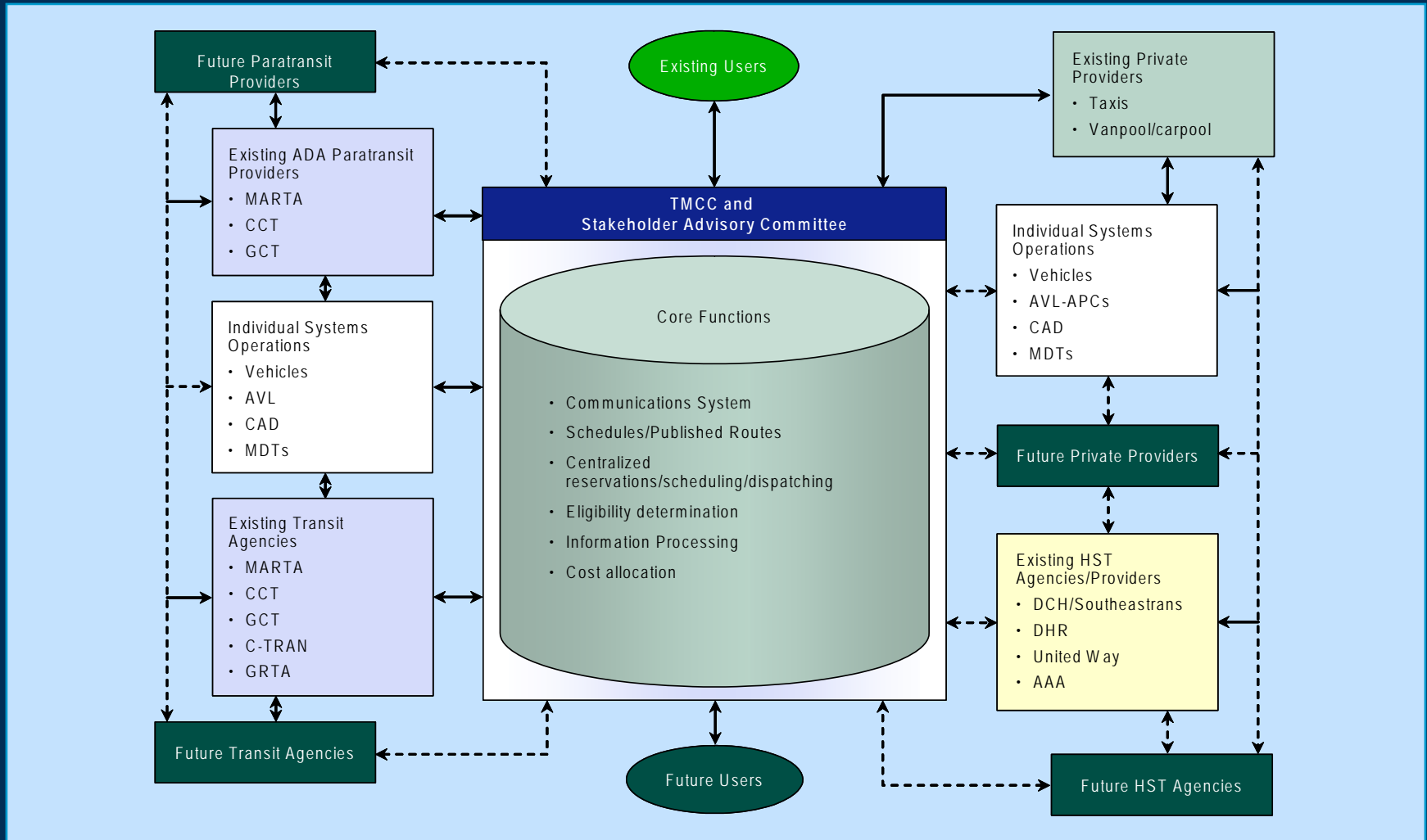
Atlanta Regional TMCC Concept of Operations - 2030



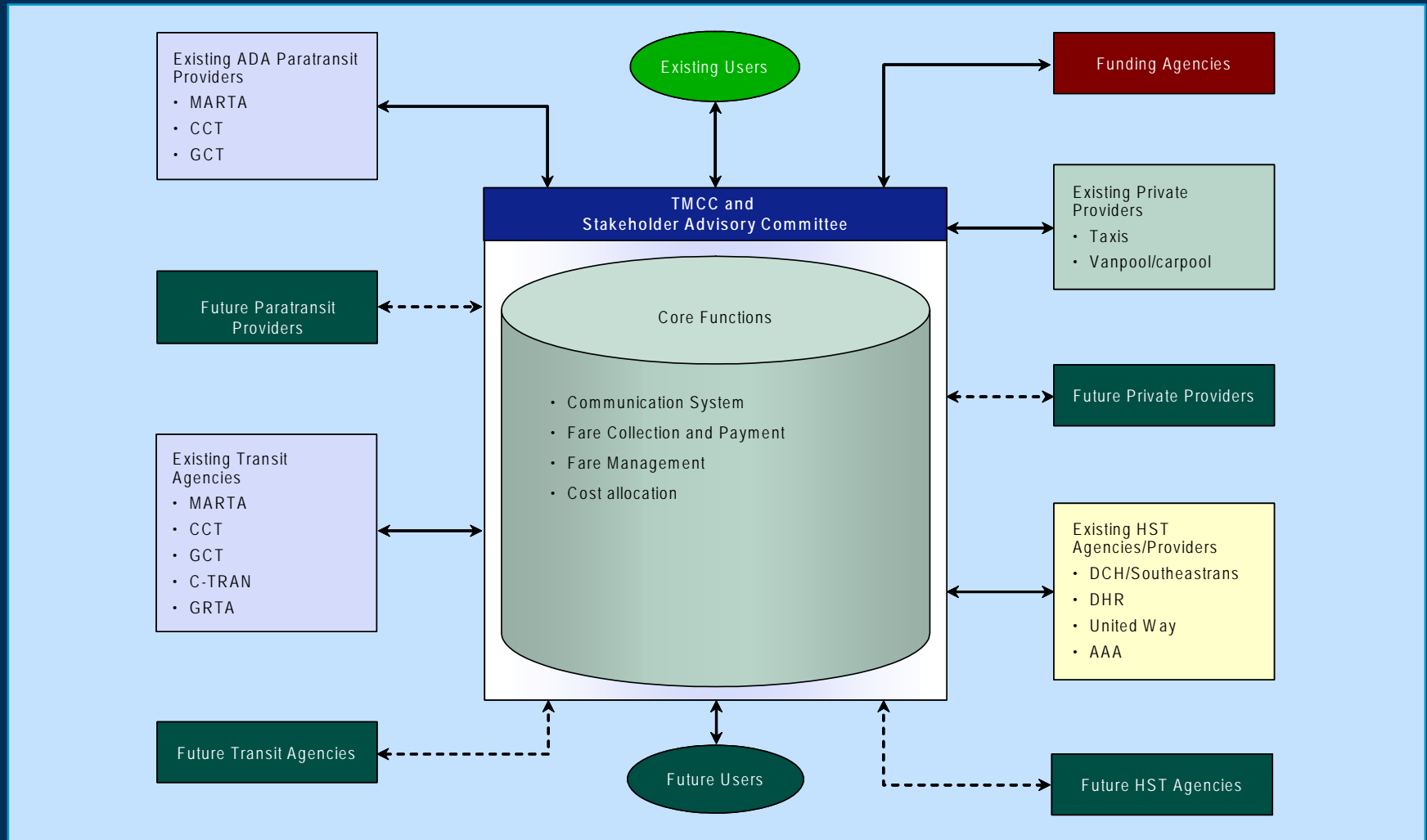
Atlanta Regional TMCC Concept of Operations Information Subsystem - 2010



Atlanta Regional TMCC Concept of ADA Paratransit Service Coordination Subsystem - 2010

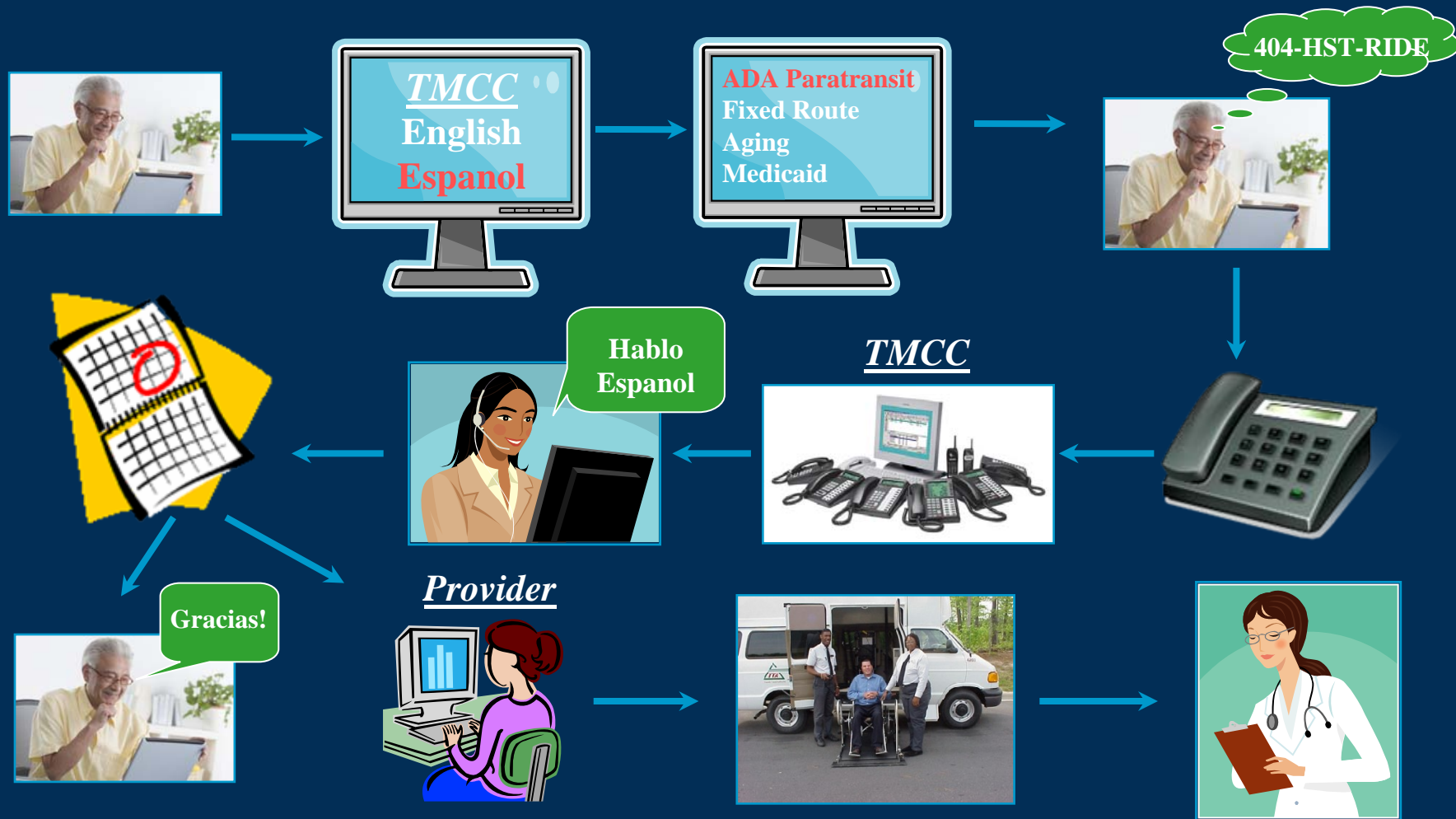


Atlanta Regional TMCC Concept of Operations Fare Payment and Management Subsystem - 2010



Operational Scenario #1

Mr. Carlos's Experience in Atlanta



Operational Scenario # 2

New Brokerage Contract

- **In 2010 Concept**

- No change to operations or services
- Any new contractor may bid
- RFP must require new contractor to coordinate with TMCC

- **In 2030 Concept**

- New contractor must sign agreement to fully participate in TMCC
- New contractor to provide fewer services
- TMCC will be responsible for call taking, dispatching, tracking and coordination with other providers

Operational Scenario Summary

TMCC Facilitates Smooth Transition

● 2010 Concept

- Information available for all existing and future users
- Trip requests forwarded directly to providers
- ADA Paratransit has regionalized operations
- ADA Paratransit has regional fare payment system
- DHR services coordinated and have electronic fare payment
- DCH (Medicaid) has one provider for the region
- Ongoing Stakeholder Advisory Committee
- TMCC collects data for future system planning

Operational Scenario #3

Best Case for New User of Atlanta TMCC

- **Potential User accesses HST Information at TMCC via phone or web site**
- **Eligibility and screening process**
 - User conducts self eligibility for specific HST
 - TMCC operator determines if user is eligible for specific HST
- **Trip requests**
 - User enters trip request into electronic database
 - TMCC Operator enters trip request and eligibility information into database
 - User is provided with suggested trip options
 - User selects best HST option
 - TMCC enters selected best HST option in database

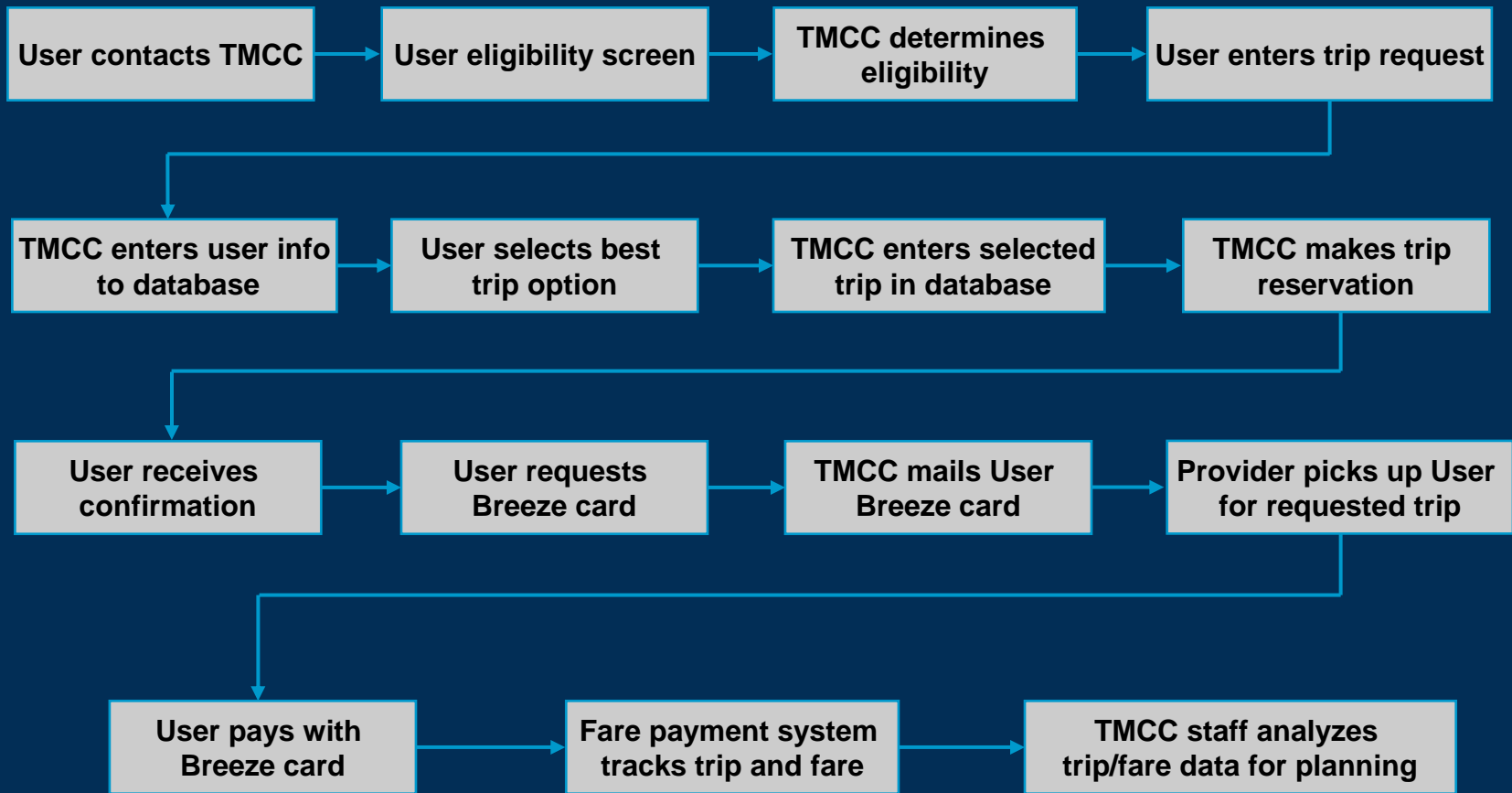
Operational Scenario #3

Best Case for New User of Atlanta TMCC (continued)

- **Trip reservation and confirmation**
 - TMCC operator makes reservation for trip with specific provider
 - User receives reservation confirmation
- **Electronic payment**
 - User requests Breeze card with HST trip eligibility encoded
 - TMCC mails user Breeze card
- **Trip provided**
 - Specific HST agency provides transportation to user
 - User utilizes Breeze Card to pay for trip
- **Trip data tracking and analysis**
 - Fare payment system tracks and accounts for trip payment reimbursement to proper agency
 - TMCC staff analyzes trip and Breeze Card data to plan route/schedule modifications

Operational Scenario #3

Best Case for New User of Atlanta TMCC (continued)



Moment of Sharing

- The most pleasant surprise – Potential opportunities for partnership with United Way 211
- The most satisfactory moment – Learning that technology platform for TMCC exists at ARC
- The most difficult challenge – Atlanta Region is still young in coordinated planning process. Building trust takes time
- One wish – More time for initial tasks

Thank You



Questions!