

Q & A: Webinar #2

Q. What software is available for keeping track of providers?

A. Kevin Chambers, IT Director at Ride Connection, provided us with information on how they moved from notebooks to a software solution. They started about two years ago and just recently eliminated their last notebook. He also provided links and a description of their mapping information.

At Ride Connection we have indeed successfully gotten off of notebooks. Back when we established the travel options coordinator position (for intake of new customers), we realized we needed better systems to describe the complexity of all the options available. We call it the Green Book (that's what the old paper version was called). It's basically a wiki of all the services we know about, our own and those of others, in one place. If you're not familiar with what a wiki is, you should definitely check it out. Most of them have key functions for keeping institutional knowledge: audit trails, version history, user alerts for changes, etc. We originally used MediaWiki, but are now transitioning to Google Sites, as it is easier to update the pages by non-technical people because it has WYSIWYG (what you see is what you get), instead of an obscure wiki markup, for formatting. We started with tracking service data, but now the goal has expanded to have as much of our institutional knowledge residing in the Green Book, with all staff being able to make updates and being responsible for it being kept up-to-date.

For the spatial side of our own services, we're currently using two maps systems: Something TriMet put together for us called the mobility map: <http://mobilitymap.trimet.org/#>

(our services are in the "overlays" section) and Google Maps Engine, where we were able to quickly put together a map of our deviated fixed routes. <https://mapsengine.google.com/map/edit?mid=zSuc3VNLZnaY.krB8y7ELSGoo>

Q. What are some examples of trip planners for demand response services?

A. Here are links to ones illustrated in the webinar and one more.

Midcoast RideFinder: www.midcoastridefinder.com

Kansas City Link for Care: <http://www.linkforcare.org/>

Link to Denver Mobility and Access Council Link – main page:

<http://database.gettingthereguide.com>

Miami Valley RPC: <http://www.miamivalleyridefinder.org/>

Pima Find-a-Ride link: <http://cms.devobal.com/pima/Home.aspx>

Q. What is the cost of a telephone system and call management software?

A. We will get back to you once we investigate.