LOWER SAVANNAH COUNCIL OF GOVERNMENTS (LSCOG)
AGING, DISABILITY & RESOURCE CENTER

NRITS Conference: September 20, 2012
LSCOG: What We are Not

- Medicaid Brokers
- Transit Operators
- Drivers
- Dispatchers
- Paratransit Vehicle Owner
ONE ORGANIZATION SERVING SIX COUNTIES

- Aiken
- Allendale
- Bamberg
- Barnwell
- Calhoun
- Orangeburg

AND

Willing to Try Anything At Least Once
“One change always leaves the way open for the establishment of others.”

Machiavelli
Next Thing You Know:

RTMA

Bamberg Handy Ride / Allendale Scooter
Coordinated Transit Systems
“When you combine ignorance and leverage, you get some pretty interesting results.”

Warren Buffett
Next Thing You Know:

*Leverage CMS and MSSA Along With:*

Successful Applications for Rural 5316 & 5317 on Behalf of Regional Partners
$ for Capital Equipment

Apply for 5310 Transportation Funding on Behalf of Regional Partners for
Purchase of Service for Coordinated Trips

Successful Application for 5311 and Start Up of New Transit System in
Orangeburg

ARRA $ to Build New Transit Facility in Orangeburg

AND

New ADTRC Wing on the Existing LSCOG Office Complex
ADTRC IS EXPANDED AND LAUNCHED AUGUST 2010

Regional Partners are Equipped and Ready to Increase Coordination and Improve Their Individual Operations
LESSONS LEARNED

Challenges Along the Way
Certain things in life simply have to be experienced -and never explained.”

Paulo Coelho
Procurement of Technology is Not Fun

• The planning requirements take time

• Technology changes fast and you may end up implementing a product on its way to being replaced with new, better, cheaper alternatives

• Choose your ‘useful life’ wisely

• ITS Infrastructure is Still a Mystery

• FTA Rules, Rules, and More Rules
WARRANTIES

Expire
Is the Right Person(s) at the Table?
Does Your DOT Want to Play Ball?

Even though SCDOT was a full stakeholder and supporter, they still haven’t resolved an important reporting barrier.

*Reporting stays with the vehicle and not the passenger*
Will Map-21 Help or Hurt Mobility Management Funding?

SCDOT only allows Mob. Man. funding to come out of 5316 & 5317. Now 5317 will be added to 5310 funding AND 5316 funding will go to the large and small urban providers directly.

The competitive application process open to organizations in the community will end. The need for the Human Services Coordination Plan will be reduced to only 5310 funding.
There must soon be a clarification between Capital vs Operations for ongoing technology fees.
Doesn't Everyone Deserve Good Customer Service?

One Call Center model has greatly increased transparency and our insight to the customer experience.

Perceived difficulty in getting small, rural transit providers to think of their passenger differently.

Maybe because of no previous exposure to a “choice” transit passenger?
Technology Integration Was Harder Than We Thought It Would Be

The most difficult implementation piece has been Outbound Notifications.

RouteMatch Software created the module; Spirit Telecomm, Inc. owned the ports; SwampFox built the application for integration.

Procurement “pressure” added to soliciting various vendors instead of one “prime” contractor who would have brought everyone else to the project table.
It cannot be said enough that consistent, relentless training must take place with new technologies and even with existing technologies already in place. A lot of feature functionality has been underutilized.

Try to budget for repeated training events.
A “Rose is a Rose is a Rose,”
but “Coordination” is not

Not everyone agrees on what defines a “coordinated” trip. This has impacted funders, providers, and even software engineers and their ultimate design of our Coordination Module.
The Good News Is…

More customers are calling us as a resource
July 2011 (1,478 Callers /mo)
July 2012 (1,840 Callers /mo)

Mobility Managers make great advocates for the individual passenger
And the ADTRC one call center makes for a great advocate for transportation planning and funding

The project brought 100 AVL/MDC units to the region
• Helped our partners position themselves for a new Medicaid contract
• Ended “he said/she said” disputes between drivers, dispatchers and passengers
• Brought gained efficiency to “Will Call” services
For More Information, Please Contact:

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