Scope of Project

- Develop and implement Travel Management Coordination Center in Camden County
- Demonstrate the efficacy of a non-transit agency deploying a TMCC
- Demonstrate the value of using under-utilized transportation capacity of faith-based groups in Camden City
- Evaluate the benefits and value of coordinated services for the transportation disadvantaged
Progress to Date

- Phase 2 Plan approved
- Go Live issue November 2010
- Six plan revisions completed
- Stakeholders approved each revision
- Bid for RSD software issued May 2011
- TMCC infrastructure upgrade completed July 2011
Trapeze Group
Intelligent Transportation System
RSD Solution
PASS
Additional Plan Items Completed

- Creation of Faith Based Board of Directors
- Review of Faith Based vehicle pool
- Training of Faith Based drivers
- Review of current provider customer process flow
IT Technical Requirement

Camden Dell Server Rack Elevation

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Remaining Technical Requirements
Remaining Tech Requirements

- Security Stand Up Solution
  - Project requires similar security appliances with the same software.
  - Using Cisco ASA Security Plus insures encryption of data between call center and transit providers.
  - Reduces amount of bandwidth used by partners connecting to TMCC Trap Solution.
Project Management
Tasks Completed

- High Level Design for RSD implementation completed
- Installation of servers and loading Trapeze PASS, SUS, MON, WEB, CERT
- Static Training of TMCC stakeholders - all applications
Lessons Learned
Reinforced expectations

- Strong stakeholder support can insure success.
- Diplomacy key to keeping everyone focused on the overall outcome.
- Engineering focuses on details.
- Big picture conceptualization is not enough – stay focused – do it now.
New Lessons for the Non-Transit Agency

- Technical requirements for deployment in transportation are far greater than most non-transit social service fields.

- Understand how Phase I and Phase II flow into a completed outcome
Lessons Learned

- Security
  - Highly specialized – need expert guidance
  - Highly volatile – solutions change daily to meet newly emerging threats
  - Can be a budget buster if not managed thoughtfully