

Regional Transportation Call Center Study

Regional Coordinated Council | June 16, 2021



Today's Discussion

- Review Work Plan and Key Tasks
- Discuss Status of Initial Stakeholder Interviews
- Obtain Your Input

Study Work Plan

- Assess Existing Regional Call Center
- Develop Possible Alternatives for Improving Call Center Effectiveness
- Conduct Virtual Workshop with Regional Stakeholders
- Conduct Appropriate Follow-up Presentations and Meetings
- Produce Draft and Final Plans

Stakeholder Interviews

- As part of assessment of current call center, conducting individual discussions/interviews:
 - ▷ OMEGA
 - ▷ South East Area Transit
 - ▷ Mobility Managers

Your Thoughts

- Strengths and weaknesses of the current regional call center?
- Short-term and long-term visions for the regional call center?
- Possible modifications to improve the current structure or functions?

Your Thoughts

- Coordination efforts not in place that should be considered?
- Additional responsibilities the call center could take on?
- How should the call center be funded in the future?

Your Thoughts

- Outreach or marketing strategies not being employed that should be conducted?
- Process for monitoring and evaluating current and future call center outcomes?

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