

# Regional Transportation Call Center Study

Steering Committee | January 19, 2022



# Today's Discussion

- Review Draft Final Report
- Obtain Your Comments
- Discuss Next Steps

# Draft Final Report

- Incorporates previous project documents
- Provides additional details on potential implementation steps:
  - Roles for lead agencies, mobility managers, and support agencies
  - Proposed timeline
  - Conceptual future budgets



## Key Discussions Since Last Meeting

- Met with mobility managers to obtain their input on functions discussed in implementation plan
- Met with Access Tusc to further discuss details on their role and responsibilities as potential lead agency

# Draft Plan Overview

- Chapter 1: Introduction
- Chapter 2: Assessment of Existing Regional Call Center
- Chapter 3: Considerations for Improving Call Center Effectiveness
- Chapter 4: Implementation Plan
- Appendix

# Implementation Plan Components

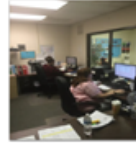
- Organizational Structure
- Staffing
- Center Location
- Functions
- Technology
- Marketing/Branding
- Monitoring/Evaluation
- Timeline and Phasing
- Funding and Financing

# Agency Roles

- Lead Agency
  - Administration
  - Operations
- Mobility Managers
  - Ongoing interactions with call center
  - Outreach and marketing
  - Advisory capacity
- Support Agencies
  - Advisory capacity
  - Outreach and marketing

# Thoughts?

## OMEGA Regional Transportation Call Center Model Feasibility Study



## Draft Final Report

*January 11, 2022*

**KFH**

GROUP

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