

# NDOT Mobility Management NATP Manager's Workshop

	Overnight
	Regular Mail
	Hand Delivery
X	Email

---

Name of Project: NDOT Mobility Manager  
Meeting Location: Microsoft Teams  
Date and Time: June 23, 2022, 9:00 – 9:45 a.m.  
Attendees: Kyle McLaughlin, Joe Coniglio, Corinne Donahue, Hannah Sievers, Katie Salerno

---

## Kyle's Presentation on "Software-Now What?"

- Agenda:
  - NE Software Recap
  - Software and You
  - Reporting
  - Procedures
  - Data
  - Future Needs
- Kyle reiterated the state's transit statistics: 4 urban agencies, 50+ rural agencies, (which are primarily demand response). Of the rural agencies, about 45 of them have less than 10 vehicles. Two of the rural agencies provide flexroute systems.
- 22 of the NDOT Transit agencies have purchased software, while six are thinking about it. 25 of them have not yet purchased any software.
- Kyle proposed various questions the group starting off with, "how has software helped or challenged your agency?"
  - Group members shared that they have had scheduling software for a couple years, one year, 6 months, and 3 months.
  - The group went on to mention that they appreciate the convenience of having reports, schedules, revenue services, etc., in an organized fashion.
  - Through discussion, some members of the group found out about different features their software offers and they realized they had the ability to do various tasks they didn't think they could (call/text alerts and reminders, daily odometer checks for maintenance, and GPS real-time vehicle location).
- Reporting: the managers were asked if they have a customized report for required data. Jonnie noted that she does not, however the general group seemed to mostly use customized reporting.

- Most of the group noted they do Medicaid, however, Dani at Ponca Express, said they are still not doing Medicaid rides.
- In addition to the reports required by NDOT, some agencies mentioned that they do maintenance and inspections on their vehicle fleet. It helps to know the status of vehicles and know whether they need maintenance.
- Standard Operating Procedures (SOP's): most agencies seemed to be knowledgeable on this topic, however, most noted they do not have anything in writing.
  - Most don't have a daily process/task in a training manual or procedure policy. Kyle recommended the whole group do that to ensure best practices.
- This discussion transitioned into client database organization.
  - Agency managers shared that they track their client's name, address, and ambulatory status.
    - Kyle asked if anyone tracks payment type. Some members of the group noted their agency is small enough that recording payment type is not necessary.
    - Jonnie mentioned that her agency records demographic data, in the case that NDOT would need it and for more effective marketing.
    - Dani and Casey both mentioned their agencies record emergency contact information.
  - Kyle recommended the group update their lists frequently, making sure that it is cleaned up and organized.
    - Jonnie said her agency does this quarterly, while Dana said they do it in August before they pick up new school children, and others noted they do it annually at a time that best suits them.
- The group then discussed how agencies do software training. NDOT requires three trainings in the initial year of operation, and one annual training afterwards. (Unless negotiated otherwise).
- What's Next? What software needs do agencies have? There was heavy discussion on the lack of training manuals, some agencies said they have one from their respective software, such as CTS, and some use NDOT's manual.
  - Group members were interested in maintenance upgrades, notifications such as alerts and reminders, vehicle maintenance/inspection and added receipts to match.
- Lastly, the group had a discussion on challenges that these agencies face with software's and or vendors.
  - Some admitted that they aren't using the software as much as they should and need time to educate themselves on its functions.
  - Some advocated that there should be a 3-6 month testing period with a return policy, which would allow an agency to either stay or find another vendor.

- Group members then shared their struggles with Route match's reset, (occurs every 60 days). Managers commented on slow response time, users getting kicked off software, and lack of additional resources such as Medicaid paperwork.