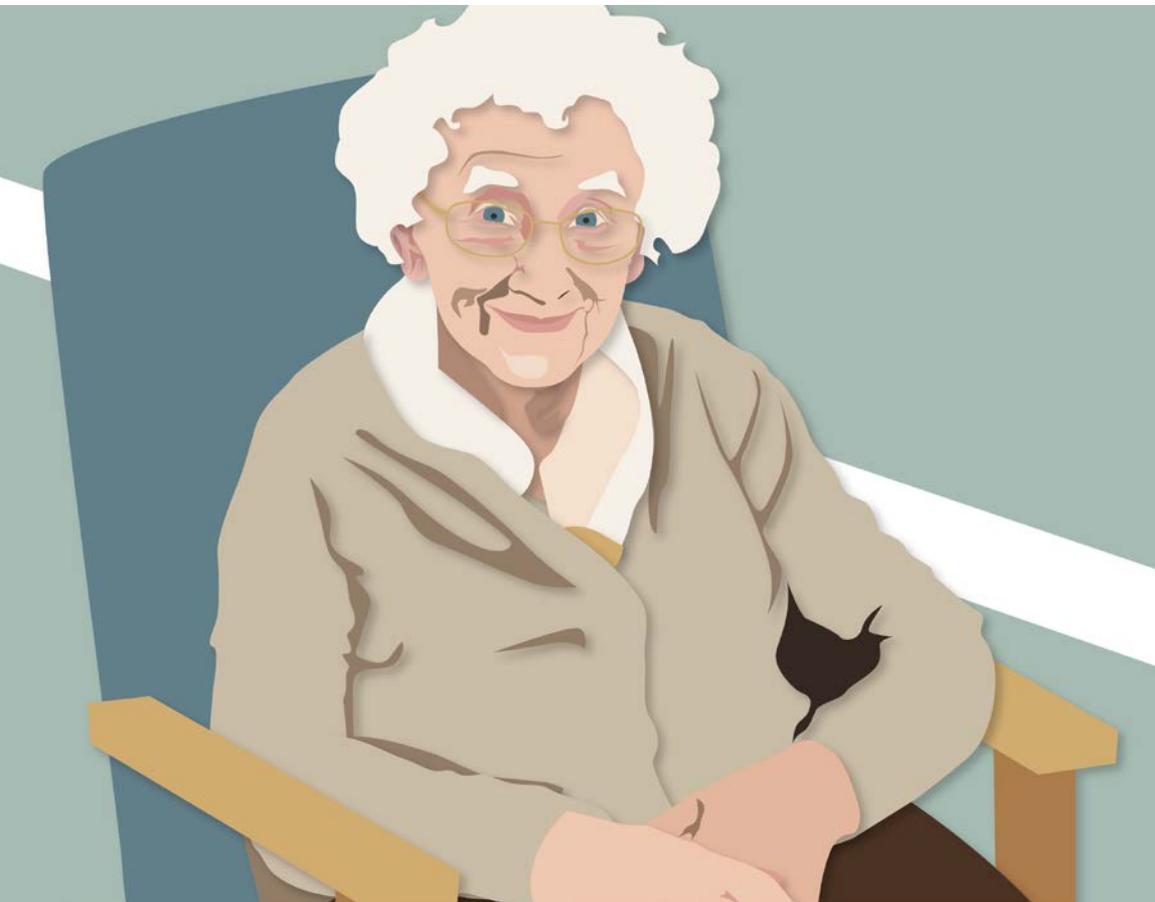


MSAA Storyboard

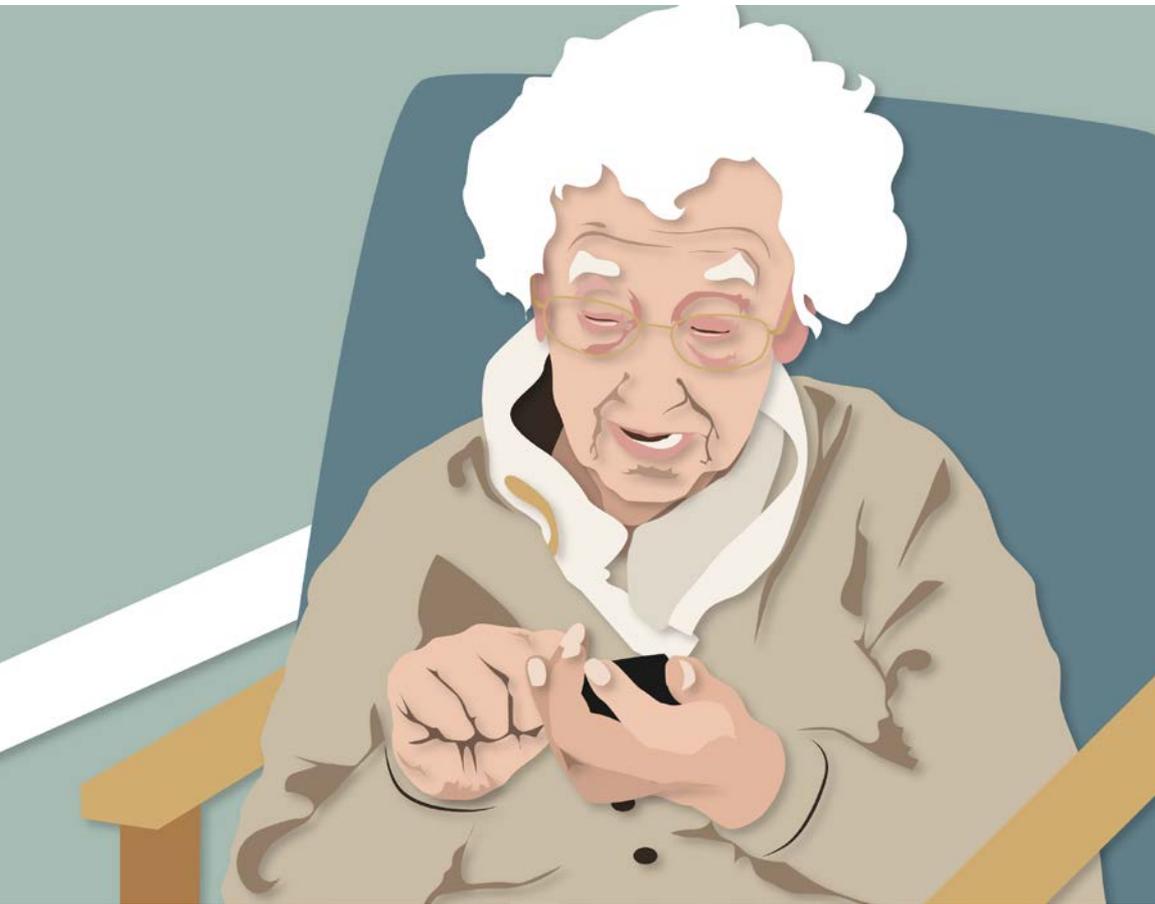
Stage 0: Current Conditions





This is Betty. She's an older woman, who no longer drives a car. She needs to go shopping at the grocery store, but finds it exceedingly difficult to get around.





Betty has been on the phone calling numerous transportation providers in her area to obtain a ride. Due to a lack of interoperability and many eligibility requirements, this task can take a while. Eventually she does find a provider to serve her trip.





A scheduler receives Betty's request for transportation and begins making the arrangements.

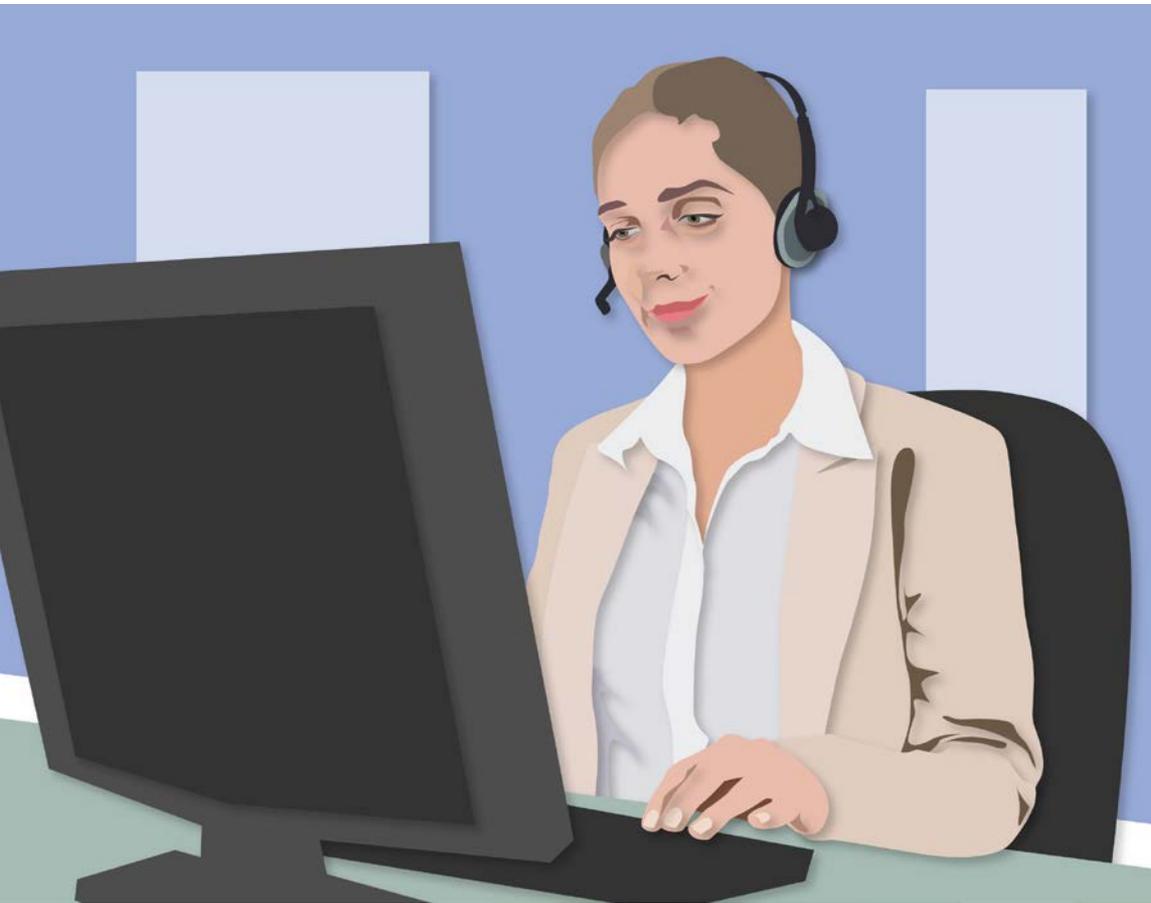




The scheduler pulls up vehicle schedules to see if Betty can be served by any of the vehicles the agency has in service tomorrow.

Due to limited vehicle options, there are only a few slots available to Betty.





The scheduler informs Betty that she can not be scheduled at her requested time of 10 AM, but can be picked up at 11 AM.

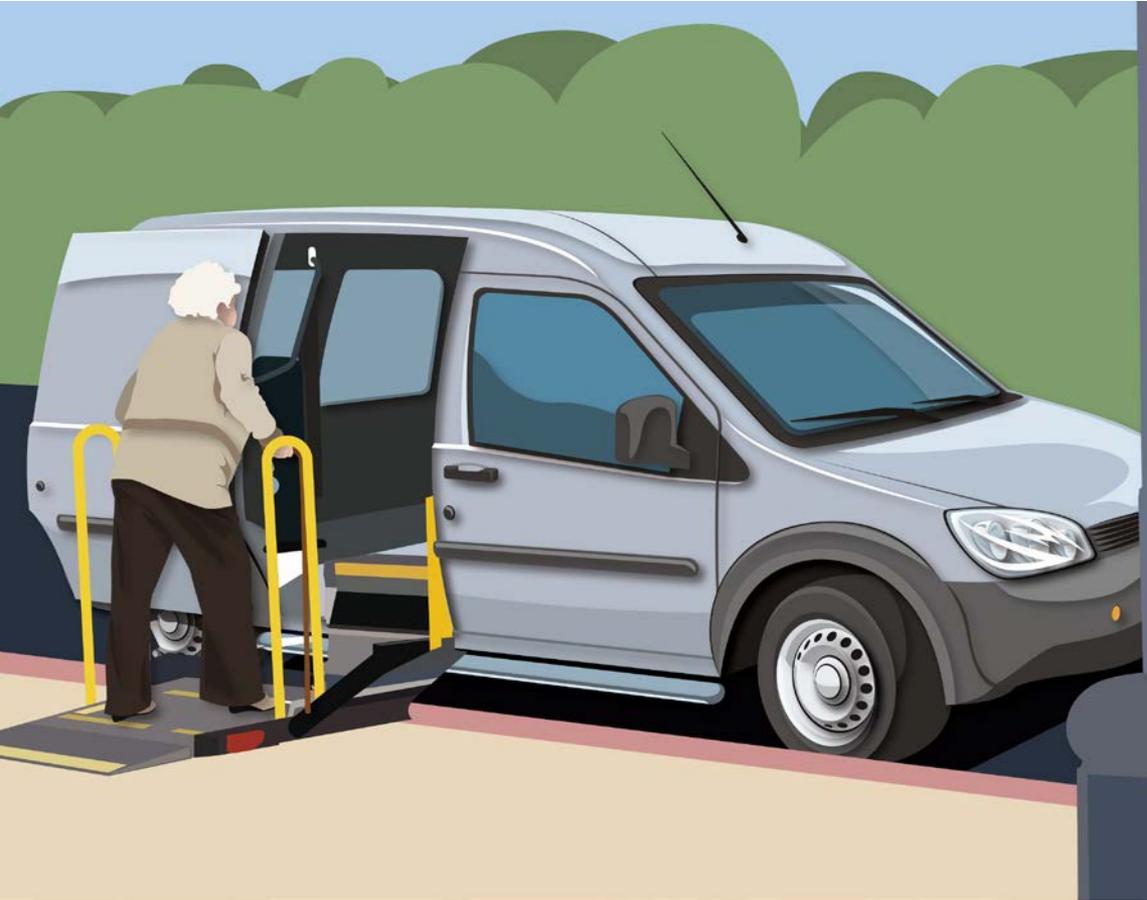
Although Betty only needs to be at the grocery store for 1 hour, her return trip can only be served 2 hours after she is dropped off.





The scheduler then confirms Betty's itinerary for the following day and lets her know that she will be picked up by Paratransit Vehicle #11 for both trips.





The paratransit vehicle arrives as scheduled to take Betty to the grocery store.

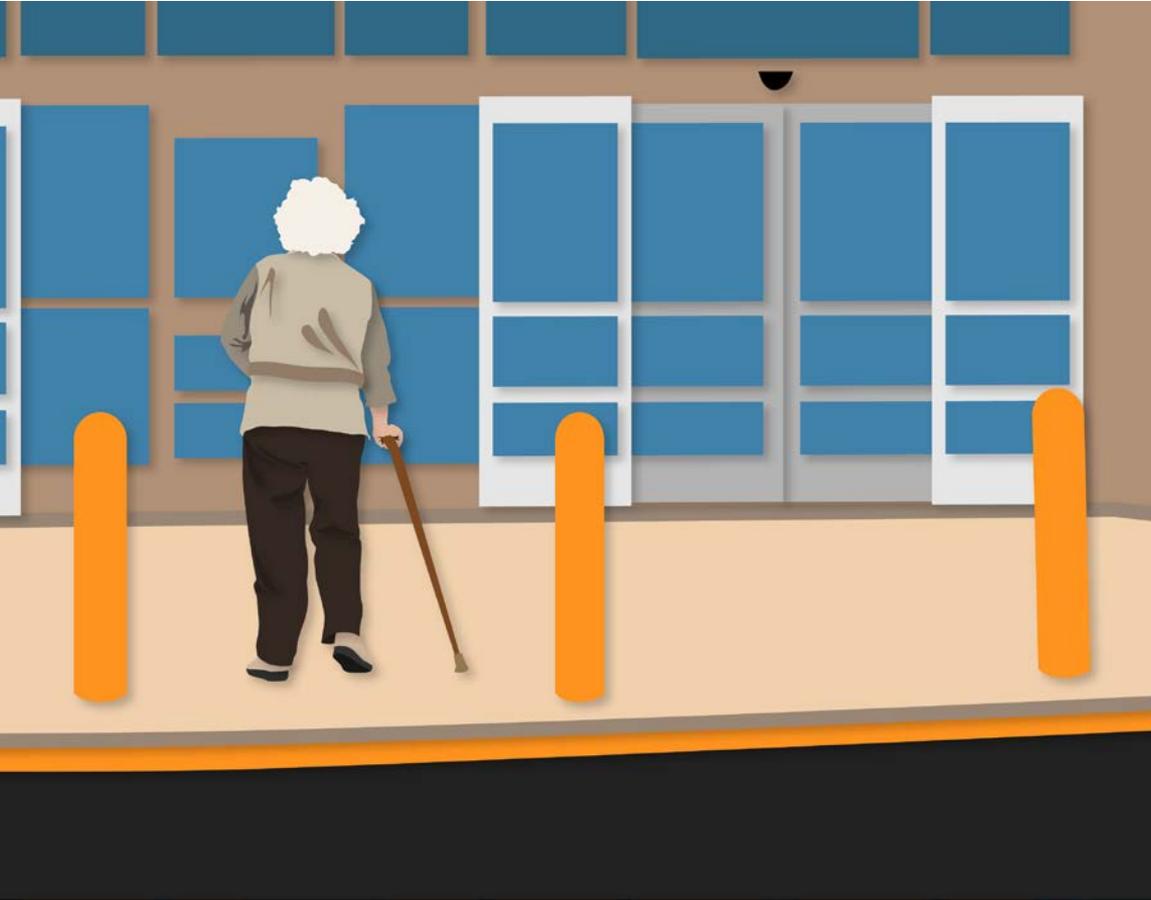




Betty was able to obtain a ride to the grocery store, but the process could be improved.

Facilitating more transportation options could improve travel. With advancements in technology and improved systems, obtaining a ride could be both efficient and seamless.





MSAA—Providing improved mobility options and access to employment, healthcare, education, and other community activities to people with special transportation needs.

