

# MSAA Storyboard

## Stage 1: System Interoperability





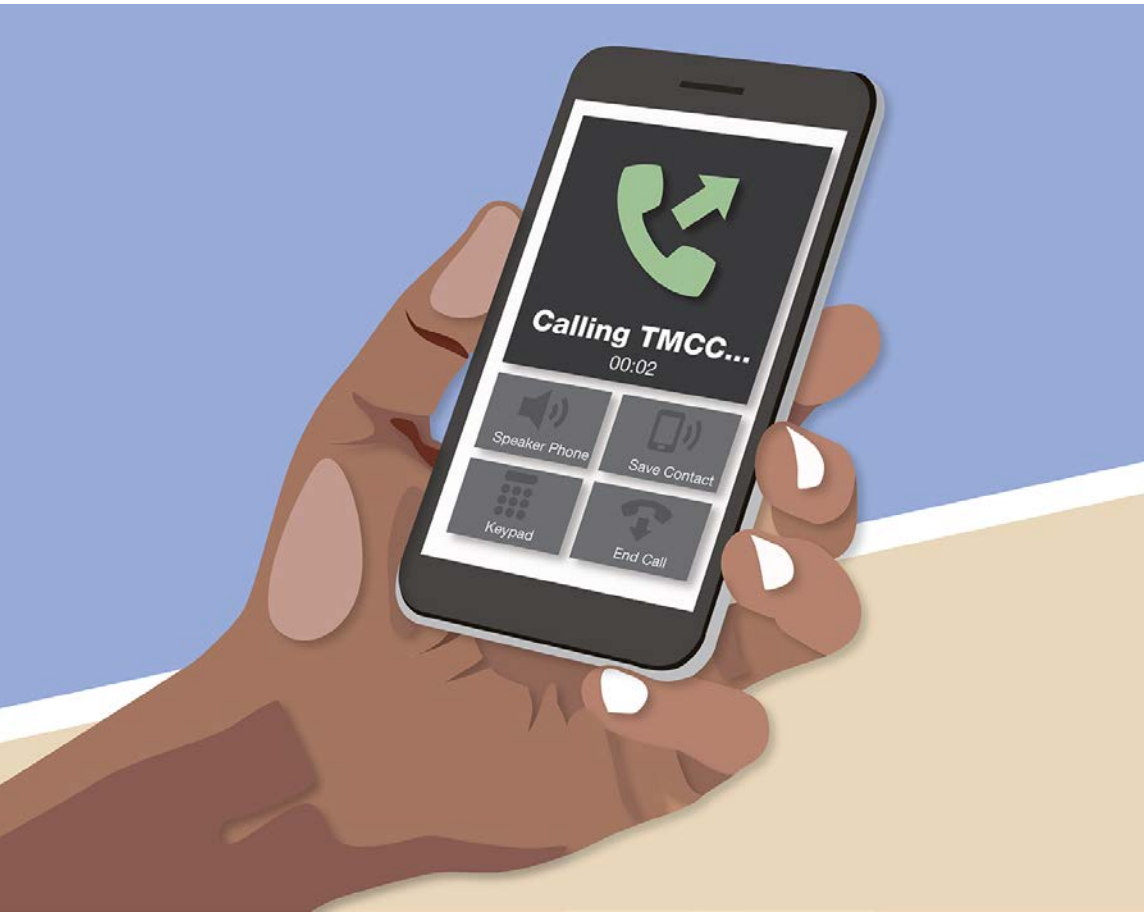
## Calendar Alert

Doctors Appointment -  
2pm Tomorrow



This is Bill. He's a wounded warrior, and needs transportation to his hospital appointment.





Bill only needs to know one number to call for all of his travel needs.





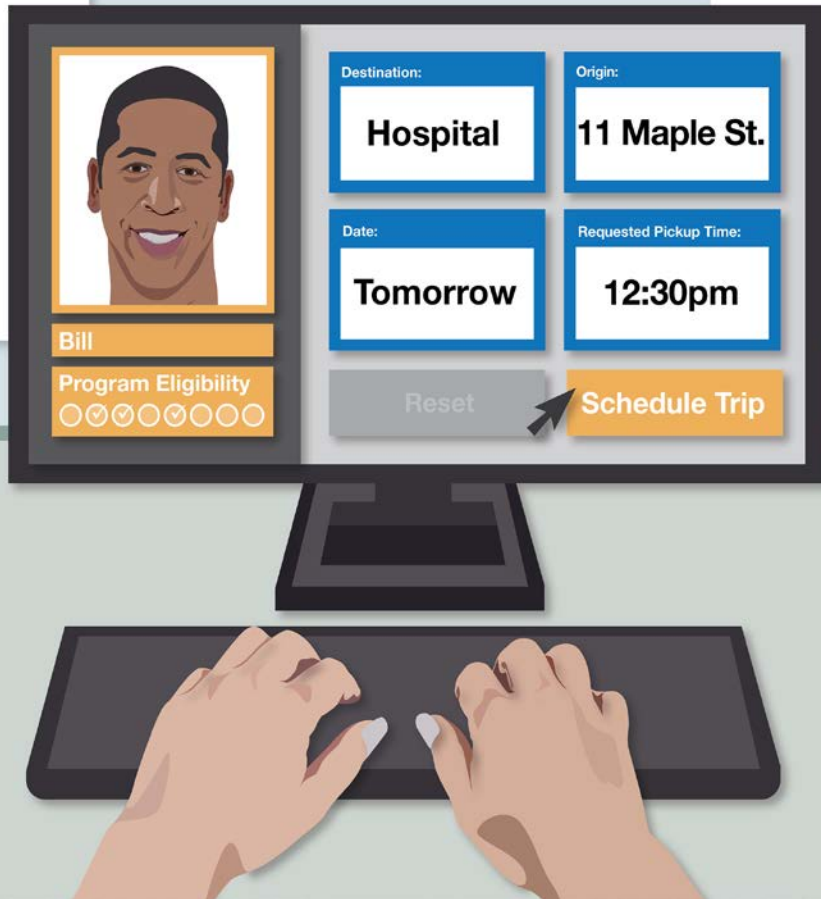
Thanks to Mobility Services for All Americans (MSAA), Bill uses his local Travel Management Coordination Center (TMCC), for his various transportation needs (via phone or Internet).





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





The TMCC pulls up a detailed description of Bill and allows for simple transportation scheduling.

The software handles all billing and other paperwork required by the different transportation providers.





Through funding provided by federal, state, and local government as well as transit agencies and private providers like churches and non-profit organizations, several options are available to serve Bill's trip.





The scheduler provides Bill with his travel itinerary including his estimated departure and arrival times.



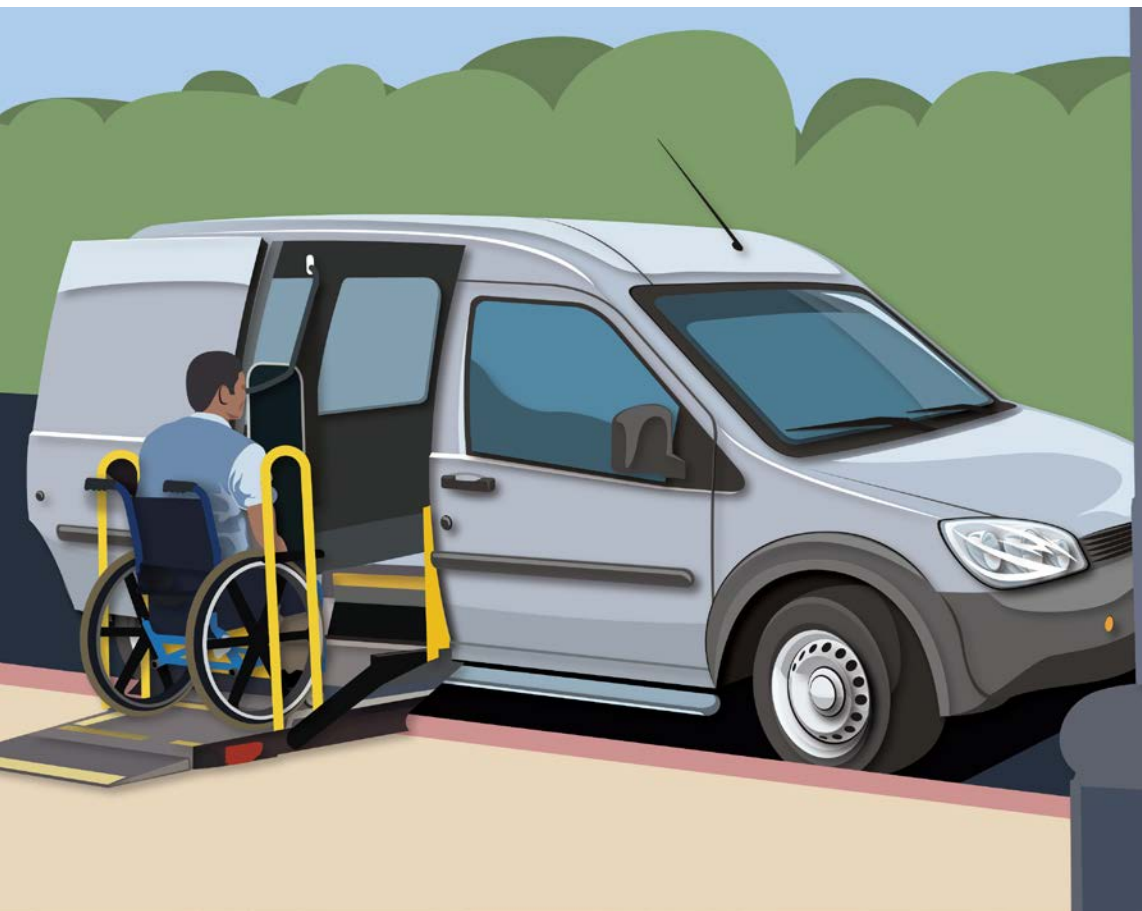




Bill receives an automated notification 15 minutes before his scheduled departure time.

This allows him time to get ready and prepared for his pick up.





The paratransit vehicle arrives as scheduled with plenty of time to get him to his hospital visit.





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

