N4 Connect

Grants Management Advisory Committee Overview

8/19/2021
N4 Connect – Mobility as a Service

- Connecting 13 Transportation Agencies Across Northern Nevada

- Enhancing Connectivity of Services

- Able to Support Coordination of Transportation Services, Enhance Data and Reporting, and Increase Access for Individuals & Social Service Agencies
Social Benefit Goals = Primary Goal

• Increase Access to all Social Determinates of Health
<table>
<thead>
<tr>
<th>Transportation Agencies Engaged</th>
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<tbody>
<tr>
<td>Jump Around Carson</td>
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<td>RSVP Program</td>
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<td>Churchill Area Regional Transportation</td>
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<tr>
<td>Get My Ride</td>
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<tr>
<td>Eureka Senior Center</td>
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<td>Pleasant Senior Center</td>
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<td>Lander County Senior Center</td>
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<td>Storey County Senior Center</td>
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<td>Access to Healthcare Network</td>
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<td>Regional Transportation Commission - Washoe</td>
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<td>Pyramid Lake Tribal Transit</td>
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<td>Numaga Senior Center</td>
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<td>Ely Bus</td>
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<td>Neighbor Network of Northern Nevada</td>
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<td>Douglas County Public Transit</td>
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Global Technology Focus

- Fit the Technology to the Transit Agency
- Human Centered Design Approach to Technology Roll-Out & Deployment
- Accessibility Testing in App with Screen Readers
- Integration of what3words for Addresses
Layers of Mobility Integration Available

• Trip Planning Across the Region and Modes
  • Fixed Route & Paratransit
  • Deviated Fixed Route
  • Demand Response
  • Volunteer

• Requesting a Trip & Receiving Reminders About Scheduled Trips

• Paying for a Trip

• Seeing the Vehicle Arrival in Real Time
Timeline - 2021

- Deploy Alpha MaaS Technology – July
- First Mobility Leadership Circle Meeting – July
- GTFS / GTFS Flex Deployed for Services – July - September
- Deploy Beta MaaS Technology (Staff & Selected Riders) – August
- Develop & Approve Draft Promotional Materials - September
- Deploy Early Adopters Technology – September
- Second Mobility Leadership Meeting – October
- Deploy Public MaaS Technology – October
- Major PR Push for Utilization – November
- Reflection & Lessons Learned - December
• Quarterly Mobility Leadership Circle Meetings Continue
• Mobility Management MaaS Guide & Optimizing Coordination Plan
• Deploy Mobility Wallet
• Risk Management Plan & Protocols
• Creation of Detailed Training Materials for Transit Staff & Passengers
• Bug, Customer Support, & Feature Request Management
• Reporting Needs Defined & Downloadable
• Lessons Learned White Paper
• National Webinar Highlighting Outcomes
2023 – 2025+

- Quarterly Mobility Leadership Meetings Continue
- Expand Mobility Network Statewide
- Integrate Uber/Lyft as Options
- Push Notifications @ Service Level & Statewide Network
- Promotional Offers
- Agenda/Calendar Integration
- Subscription “Packages” Functionality Added
Thank you!!
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