Coordinated Transportation

Clients

Single-point of entry

Rides provided

Advisory Committee – Stakeholders Input

Advocates, Providers, Facilities, DHS, ODOT, COG, State & Local Programs

Brokerage Core

Call Center

- Verifies Client & Ride Eligibility
- Verifies Client's Resources
- Verifies Appointments
- Tracks Providers ride costs
- Authorizes Ride

Post reservations in system

Value added services

Determine most appropriate ride at lowest cost

Assign rides to appropriate provider/resource

Potential Enhancements

Identify ride types and funding streams to increase services and efficiency of brokerage

Quality Assurance
- Compliments & Complaints
- Vehicle Inspections
- Compliance Issues

Billing/Accounting
- State Agencies
- Providers
- Other Funding

Technology Services
- Phones
- Hardware & Software

Contract Administration
- Providers
- State Agencies
- Others

DHS Volunteer
- Ambulatory
- Wheel Chair

Private Provider
- Ambulatory
- Secured Transport
- Stretcher Car
- Wheel Chair

Public Provider
- Bus Pass
- Bus Ticket
- Dial-a-Ride
- Dial-a-Bus

Non-Profit
- Ambulatory
- Wheel Chair

Client Reimbursement
- Lodging
- Meals
- Mileage