

*You Served Our Country, Now Let Us Serve YOU*



# VETERANS TRANSPORTATION & COMMUNITY LIVING INITIATIVE

*AlamoRides.com*



Alamo Area Council of Governments  
Bexar Area Agency on Aging



# You Served Us, Now Let Us Serve You



# AlamoRides For Military City USA

- Bexar Area Agency on Aging/AACOG collaborated with its partners to submit a proposal to FTA to build and operate a **One-Call/One-Click Transportation Resource Center**
- More than 30 community partners joined the effort to support Military City USA, including;
  - Alamo Regional Transit
  - Alamo & Bexar Area Agencies on Aging
  - Bexar County
  - City of San Antonio Planning Department
  - Metropolitan Planning Organization
  - VIA

# What is AlamoRides?

- AlamoRides is a **One Call/One Click Center** that will be
  - An interactive **telephone** (IVR) service (One-Call) and **website** (One-Click) with a comprehensive **database** about all transportation options in the AACOG Region
  - An easily accessible **person** to help find a solution when the standard transportation options don't work for a veteran or family member
- AlamoRides is expected to Go Live in 2015

# ONE-CALL/ONE-CLICK MOBILITY MANAGEMENT



## Service

- A database of regional transportation and mobility resources and links
- A geo-mapping system
- Live chat
- Vehicle and pedestrian trip planning
- An alert system for emergencies and traffic reports
- An app to track VIA stops and buses
- 1-on-1 Custom Solutions for Special Needs



## Who Qualifies?

- All Veterans & Their Families
- Military members & Their Families
- Seniors & Their Families
- Anyone with a Disability & Their Families



## Operating Hours

- Website 24/7
- Information and Referral 24/7
- Custom Solutions M-F 8 a.m. to 5 p.m.



## Geographic Coverage

- Atascosa County
- Bandera County
- Bexar County
- Comal County
- Frio County
- Gillespie County
- Guadalupe County
- Karnes County
- Kendall County
- Kerr County
- Medina County
- Wilson County

# Why Mobility Management Matters

## Accessibility

- Insufficient VA Transportation for Health Care
- Insufficient Paratransit Services
- Most Transit Limited to Curb-to-Curb Services
- Transportation Costs Prohibitive
- Lack of Available Family Members
- Little or No Escorted Transportation

## Awareness

- No Centralized Database of Transportation Resources
- Consumers Lack Familiarity with Options
- Providers Lack Familiarity with Other Services

# Why Mobility Management Matters

## Service Fragmentation

- Lack of Service Uniformity and Consistency
- Transportation Services not Coordinated

## Diverse Population

- Wounded Warriors
- Elderly Veterans
- Veterans with Disabilities
- Homeless Veterans
- Low Income Troops and Families
- Surviving Spouses
- Spouses/Children Who Are Family Caregivers
- Spouses/Children Working or Going to School

# Why Mobility Management Matters

## Diverse Needs

- Medical Care and Rehabilitation
- Community and Social Services
- Employment
- Education
- Shopping
- Religious Activities
- Civic Involvement

## Rural vs. Urban

- 100,000 Veterans Live in Rural Areas; 150,000 Live in Urban Areas
- 160,000 Active Troops in The San Antonio Area
- Travel Long Distance to Medical Facilities, Employment, Education
- Rural Veterans More Likely to be in Poor Health than Urban Veterans



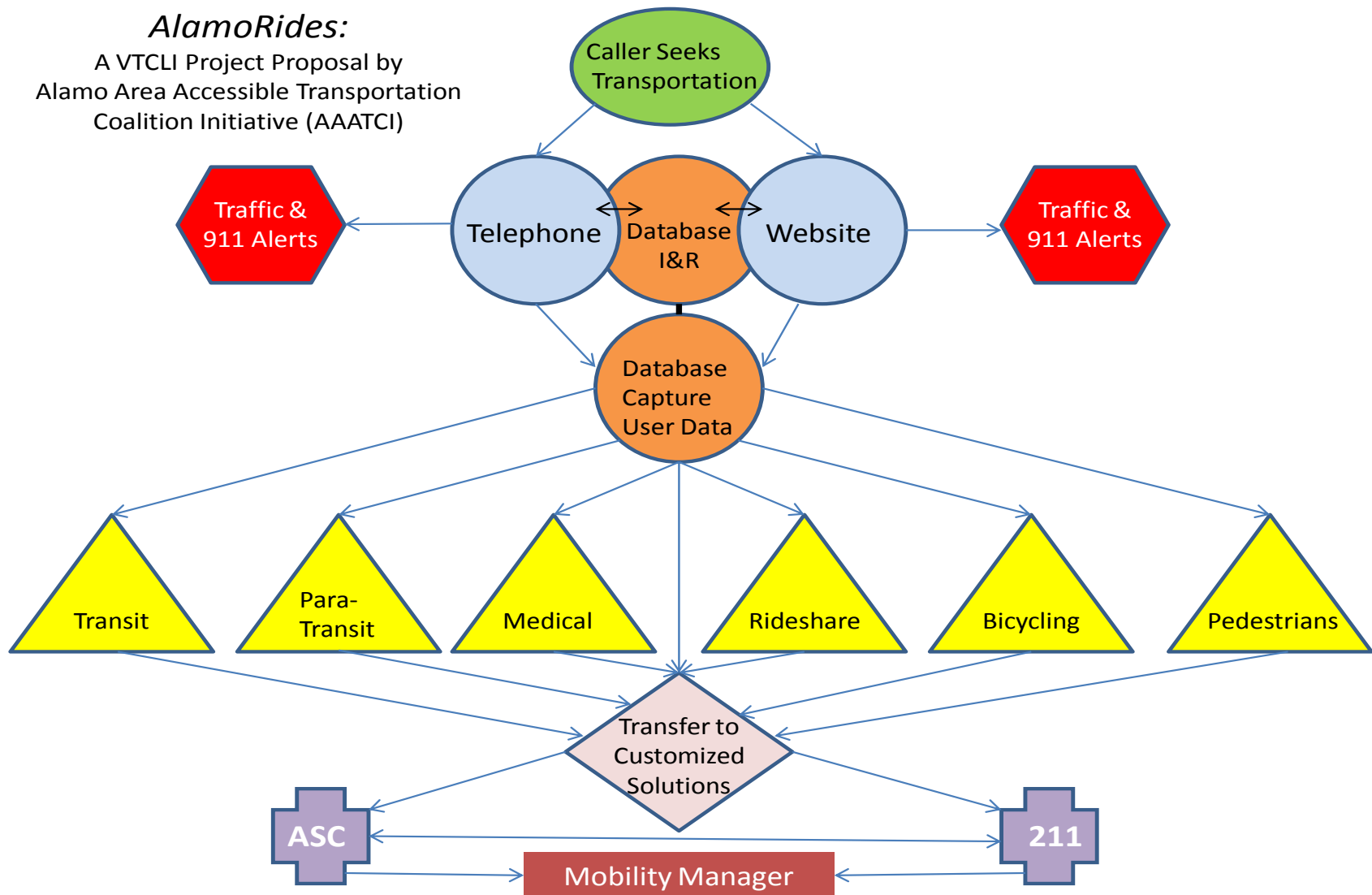
# Community Benefits of One Call/One Click

- **Enhance Community Coordination**
- A Single Point of Entry for All Transportation Needs
- **Transportation and Human Services Integrated**
- Comprehensive Database of All Services
- **Customized Problem Solving Coordinated by Staff**
- Aligns with Community Priority to Improve Transportation of All
- **Demonstrates Community Commitment to ADA Compliance**
- Aligns with The First Lady's "Joining Forces" Initiative
- **Vital Support for Military City USA**
- Available to the entire community

# The One Call/One Click Process

## *AlamoRides:*

A VTCLI Project Proposal by  
Alamo Area Accessible Transportation  
Coalition Initiative (AAATCI)



# AlamoRides Timeline

March  
2013

Spring  
2015

1

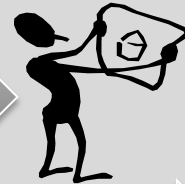
Stakeholder/User Engagement

2

Needs Analysis and Resource  
Assessment

3

Planning and Designing One-  
Call/One-Click System



4

One-Call/One-Click Concept of Operations

5

One-Call/One-Click System Implementation  
Plan

6

One-Call/One-Click Implementation

7

CALL  
CENTER



# AlamoRides: Connecting Our Military Community to the Opportunities They Deserve



# AlamoRides Funding

- The AACOG region will receive \$841,000 to design and implement AlamoRides, the One Call/One Click Center
- The community must provide matching funds of \$197,780 for the project

**What Will You do to Make  
AlamoRides a Reality?**

# QUESTIONS?

## Contact

Rose Ryan, Regional Mobility Manager  
Bexar Area Agency on Aging  
Alamo Area Council of Governments (AACOG)  
8700 Tesoro Drive, Suite 700  
San Antonio, Texas 78217  
210.362.5268  
210.364.6474 (c)  
[rryan@aacog.com](mailto:rryan@aacog.com)  
[www.bexaraging.org](http://www.bexaraging.org)  
[www.askasc.org](http://www.askasc.org)



U.S. Department of Transportation  
**Federal Transit Administration**