

Mobilitat Chitchat



A Bi-Monthly Newsletter from Mobilitat

June 2008

A Night Out With Friends



Pictured from left to right: Chris McCoy, Eileen Goodwin, Becky Guthrie, Cindy Johnson, Beth Browning, Jon Benson, Alan Willson, Cheryl Robins, Jacque Kauffman, Terry Lane

Great Turnout for CTAA!

CTAA returned to New Orleans this year. It was great to see so many familiar faces along with many new faces! Our “Zoomies” were especially popular with the attendees and many entered our drawing for a free iPod. The winner of the iPod was William E. Osborne from Frederickstown, MO! Congratulations William! We’ll be shipping your iPod to you and thanks to all who entered! We would also like to give a special thank you to those that touted Easy Rides to other attendees! Your recommendations speak volumes!



While in New Orleans, we invited our customers to join us for a Wednesday night ghost tour and a good number of customers signed up. This was to be a two hour walking tour through the French Quarter visiting historical ghost sites. We had been told it was a

ten minute walk from the Embassy Suites hotel where we were staying. In truth, it was more like a thirty minute, very brisk walk and by the time we arrived at the tour site (with our numbers somewhat reduced due to the long trek), it had gone without us. We made the most of it by stepping into the [Orleans Grapevine Wine Bar & Bistro](#) where we ordered food and drink and enjoyed each other’s company. Following that, some chose to further explore the French Quarter on their own while others began the arduous trip back to the hotel. All in all it was an exciting week!

CTAA 2009 is scheduled for May 30 – June 5 in Providence, Rhode Island. We hope to see you there!

Upcoming Feature: Easy Ride Reminder



For the last few months we have been developing and are now in the final stages of testing a new feature for Easy Rides. This feature is designed to reduce the number of no-shows and late cancelations you may be incurring. By simply clicking a button within Easy Rides, you will be able to send calls containing a pre-recorded message to customers you select, reminding them of their next upcoming ride.

Ride Reminder will also have the ability to allow users to access a web site and view details of the automated calls. For instance, you could determine whether a call was answered by a live person or an answering machine. Additionally you can choose to add individuals to a No-Call list should the individual request it.

Call or email us to learn about pricing and availability!

Little Known Tips and Tricks: Client Last Trip List



ID	Name	Last Ride	Days
38	Adams, Gomez	Jun 13, 07	370
2154	Adams, Grizzly	Mar 13, 08	96
1088	Bell, Ma	Mar 28, 08	82
6	Bourne, Jason	NA	NA
2100	Doe, John	NA	NA
1368	Duck, Donald	Aug 01, 07	321
913	Gale, Dorothy	NA	NA
1255	Ricardo, Lucu	Jun 26, 07	357

In the Easy Rides Utility, you can get a quick list of all clients with no trips in the last 365 days (or any number of days you specify) by selecting **Tools** then **Review Client Last Trip Dates**. Input the desired number of days, click **OK**, and you will receive a list of all clients who have had no trips in that period of time. This is beneficial for reviewing clients and maintaining an accurate active client list.

Who Else Wants Training?

We hold monthly online training sessions to show new or little known features of Easy Rides to make your job easier. Here is the schedule of upcoming training events:

- June: One on One Backups. We will be contacting individual systems to help ensure you have a working database backup plan. Feel free to contact us to set up a time to meet with us.
- July 17-18: Pivot Charts in MS Access

Sessions are usually 20-40 minutes long and you can choose which day to attend. If you would like to participate or would like to suggest a future topic, please contact training@mobilatsoftware.com

Contact Us

If you need to change your email address, discontinue receipt of newsletters or have a suggestion, email us at: newsletters@mobilatsoftware.com or call us at 888-806-6595.

System Spotlight: Council on Aging and Human Services

COAST Transportation

Council on Aging and Human Services (COAST) in Colfax, Washington provides a wide range of transportation services in a large rural region in eight counties and two states.

They were one of Mobilat's first test sites and have seen Easy Rides evolve greatly through the years. In 2003 they delivered a hefty 43,000 trips. In 2007 they increased their delivered trips to 45,000 for 1500 clients even though they no longer service as many contracts. As they have grown, COAST has tracked every mile driven without adding additional dispatchers. Last year they drove over 800,000 miles.

COAST was recently spotlighted as one of the "Most Coordinated Transportation Services in the US" in an AARP publication called, "Promising Approaches for Promoting Lifelong Community Mobility".

Gail Griggs, COAST's Transportation Director will be retiring later this year. Congratulations to Gail and all the hard-working staff at COAST! You can find out more about COAST at their web site:

<http://www.coa-hs.org/coast.htm>

Upcoming Tradeshows

We are attending numerous conferences this year. Check the links and mark your calendars. We look forward to seeing you at our booth!

June 18-20 [OPTA Conference - Cleveland OH](#)

Sept 7-10 [Public Transportation Conf & Expo – Kennewick WA](#)

Oct 6-8 [APTA International Expo - San Diego CA](#)

Oct 13-15 Alaska Community Transportation Transit Conf – contact debbi.howard@alaska.gov for info

Oct 19-22 [TRB Rural Conference - Omaha NE](#)

Oct 26-28 [OTA Conference - OR](#)

Dec 3-5 [GTA Conference - Athens GA](#)