

Local Demand Team Comments on:

Trip Planning/ticketing system: ITS.

What do local riders need from the trip planning/ticketing system (forgetting budget concerns)?

What would make the system world class from a user perspective?

- 24 hour phone service for questions and ticketing.
- Ability to book the ticket online, and book over the phone with a person.
- All Payment methods: visa, mc, PayPal, cash, check.
- Important: Need the ability to BILL AFTER for a trip to certified organizations that can only pay after the trip is taken. Passenger is given a voucher to hand in to prove travel.
- Should have one website with all the providers (coop and non-coop members) listed.
- If has coop and non-coop members available in the system, need a billing system worked out with them to be listed.
- Ability to pay for trips on-site with a driver or at a kiosk.
- Kiosks at specific sites for cash and check payments for rides.
- Example of going from Meeteetse, WY to Billings, MT. May have/need 4 providers in 2 states to complete the trip. Need tickets for all the segments when booking the trip.
- Idea of several regional depots or hubs where one can get directions, make payments, and get tickets. Then have on-demand pickup from house or drive to the hub to connect to the larger system.
- The Cooperative needs to be financed by the ridership which may be a combination of public and private money.
- Central interactive mapping system and data program are essential for the trip planning and need to be an integral part of the system.
- Route planner. Choices of routes and times from various sections.
- Stops and suggested sites by interests along the way. Maybe connected to the Geotourism website to get them ideas in the GYE.
- Need simple connections between the systems.
- Well coordinated local connections at both ends or spurs are very important.
- On-line system needs check-off boxes for special needs: wheelchair; dog/animal occupancy; needing provider assistance, other, etc. so that the providers can schedule a qualified vehicle and driver for that segment.
- Location/link on website and with operator to report comments/ concerns/ issues with the on-line, phone, and travel systems.
- Cancellation process.
- Ability to check times for connections.
- Posted schedules must be easy to read and understand.
- Arrival and departure times need to be user friendly as to time of day.
- Rates must be affordable to those with fixed or low incomes.
- Drivers need to know that a passenger is coming from connecting routes to know that they will need to look for riders.
- Accessibility needs: Such as Telecom for deaf; enlarged text for visually impaired or screen readers; Braille; talking systems; phone contact for language translations; access to wheelchair tiedowns. Vehicles need to be handicapped/ visually impaired/ qualified assistance accessible.