@ninety7
#tcuk15

# GET OUT OF YOUR OFFICE

## Conducting Successful Site Visits

Rhyne Armstrong | TCUK 2015

THANK
YOU
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# RHYNE ARMSTRONG

Director of Communications
Product Evangelist

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Different?
Motivation?
Gunner

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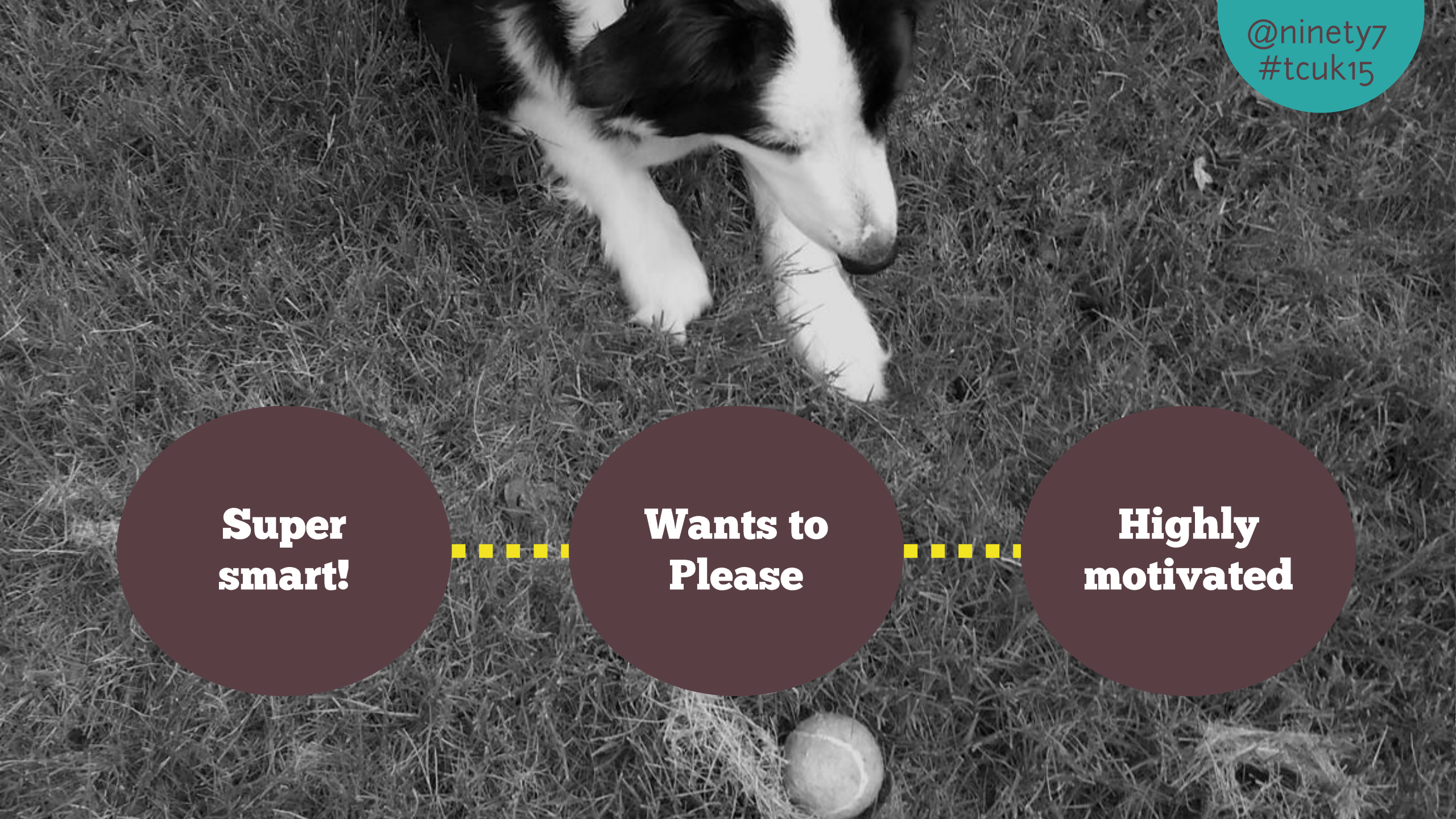
WOOF!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Super smart!
Wants to Please
Highly motivated

# Jack

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@ninety7
#tcuk15
LOVE!
Saphira

Murder.
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Mushu

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...
Toothless

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POINT:
I will never be the dog
Gunner is.

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ONE OF US

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#tcuk15

# INTERACTION

Relationship = Understanding

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EMPATHY
Is this a thing?

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# IMPROVED CONTENT

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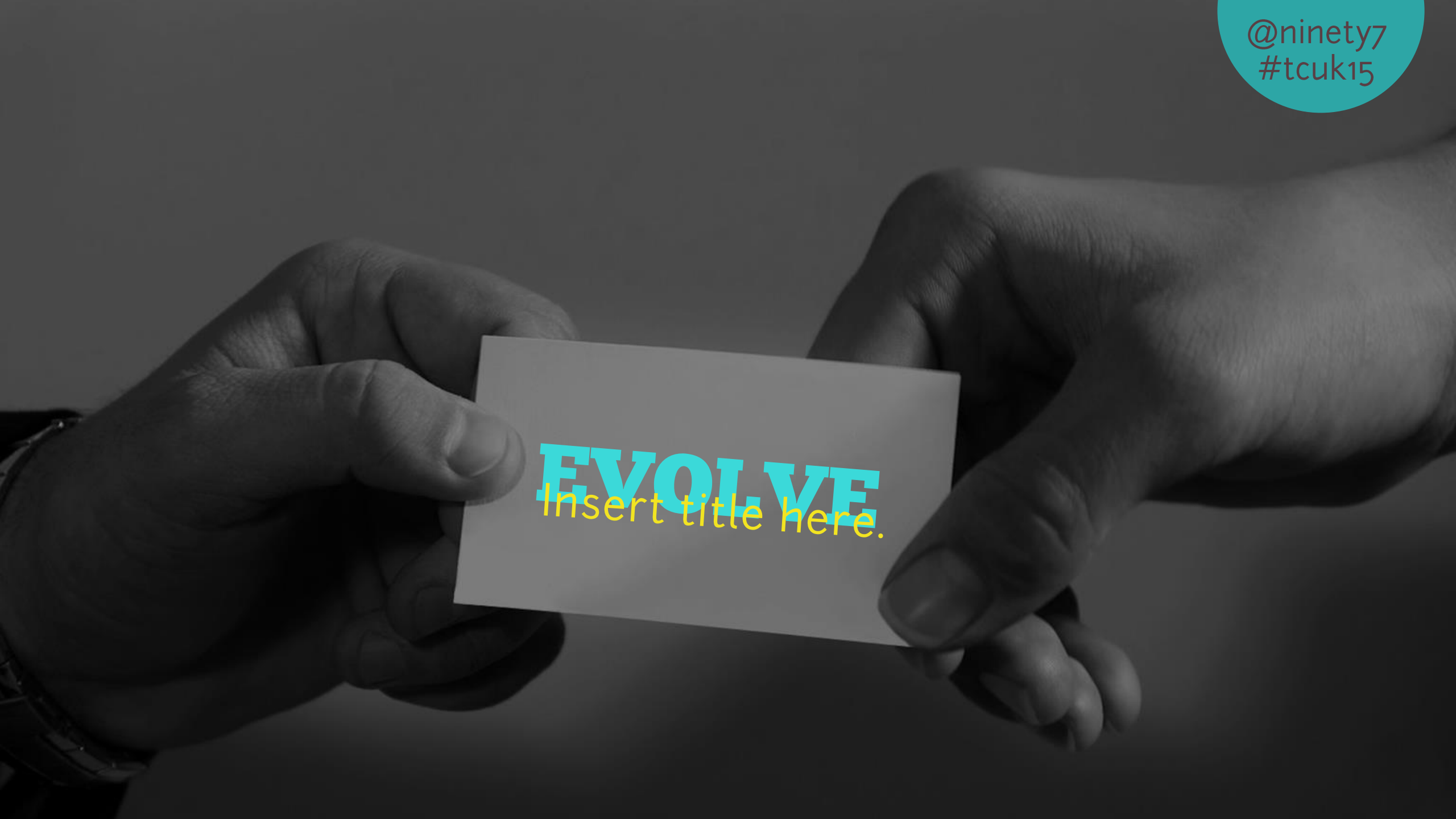
# IMPROVED PERSONAS

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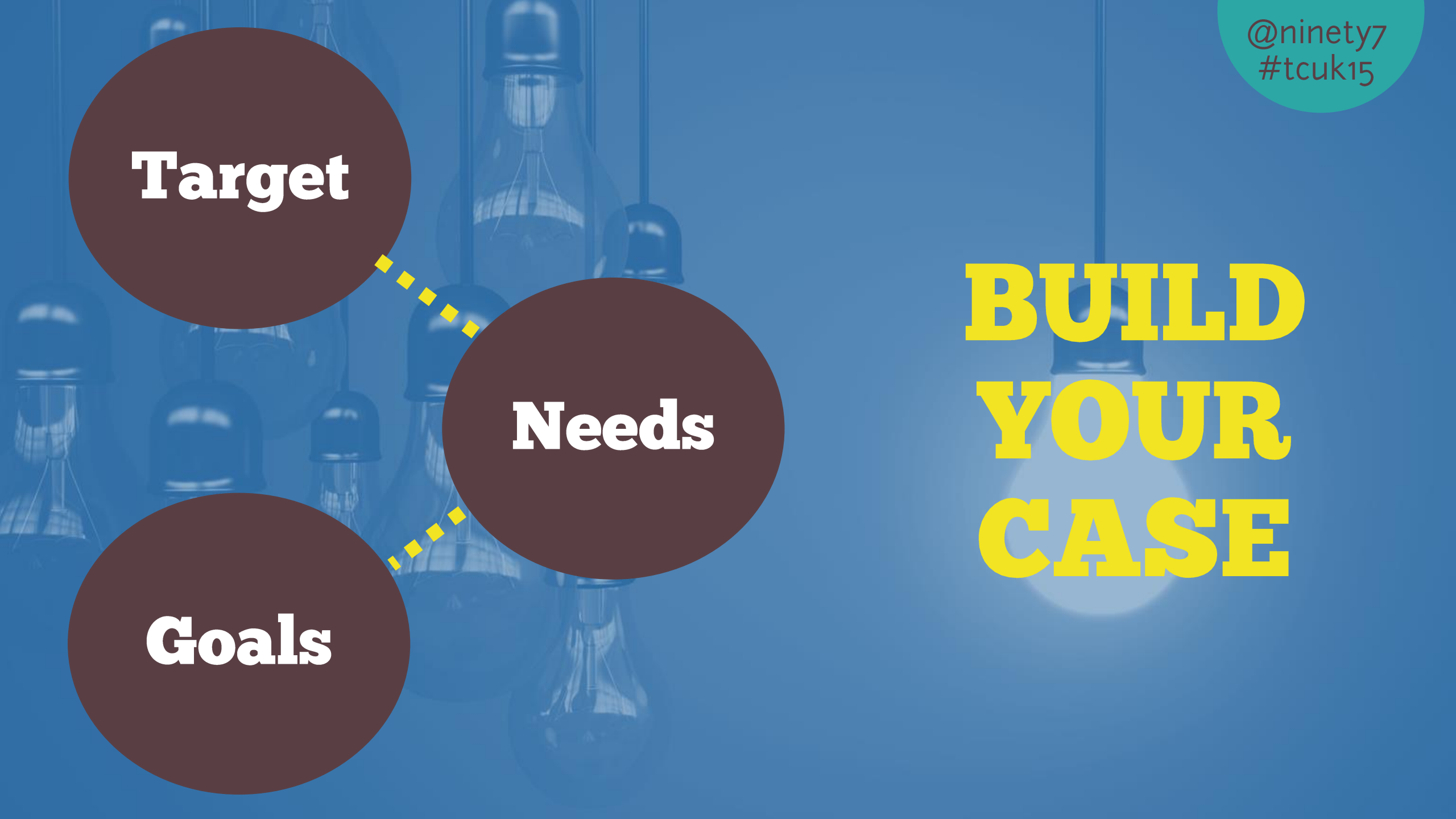
PART 1
Getting approval


Target
Needs
Goals
BUILD YOUR CASE
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# NEXT STEPS

Always think of the future

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Presentation

# DELIVERABLES

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# DELIVERABLES

Presentation

Trip Report

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# DELIVERABLES

Presentation

Trip Report

Quick Reference

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# DELIVERABLES

Presentation

Trip Report

Quick Reference

Glossary

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# BUDGET

# BEG

Or at least get approval...from both sides

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PART 2
Planning for the trip

Sand Box
Do Process Review @ HL
ACG [D. Chinn & Nikki]
Depak
- Voucher Processes now 50%
- Gas Card
- Provider One Import
Features
Status
Perf
6.0.13
GREENE CATS
OFFICE HOURS
MON-FRI
8am-4pm

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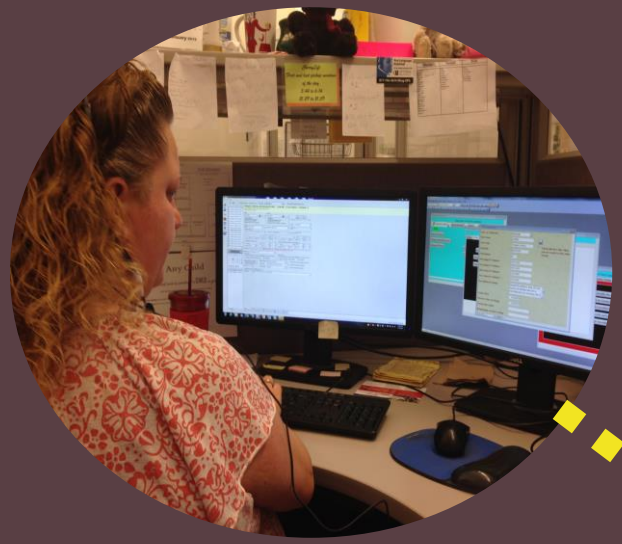

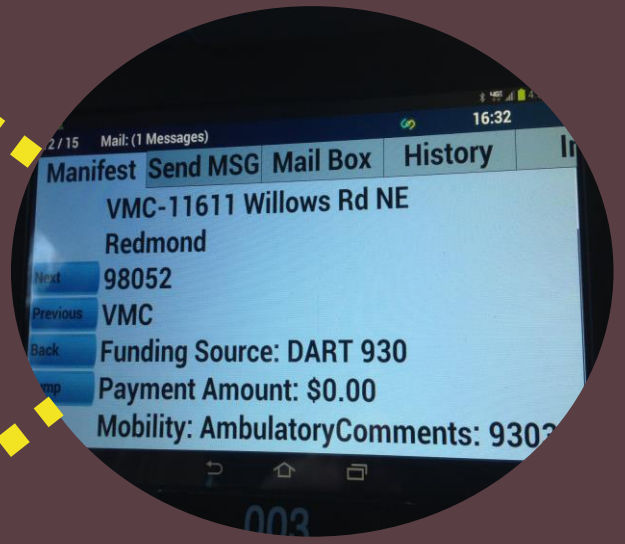


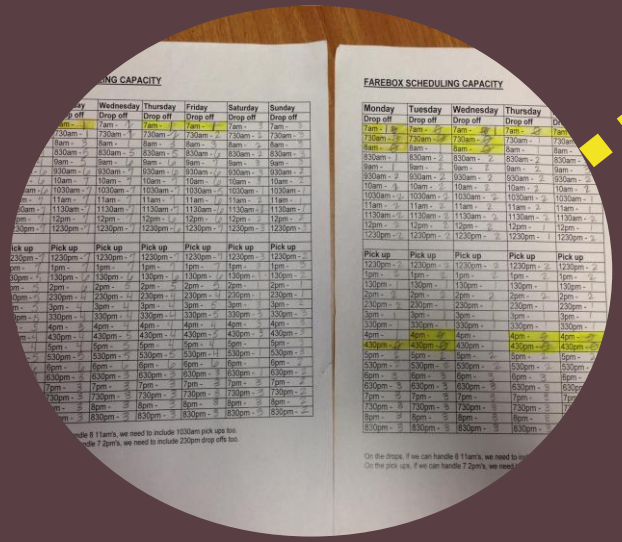


# TECH

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MAKE
CONTACT

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# PLAN

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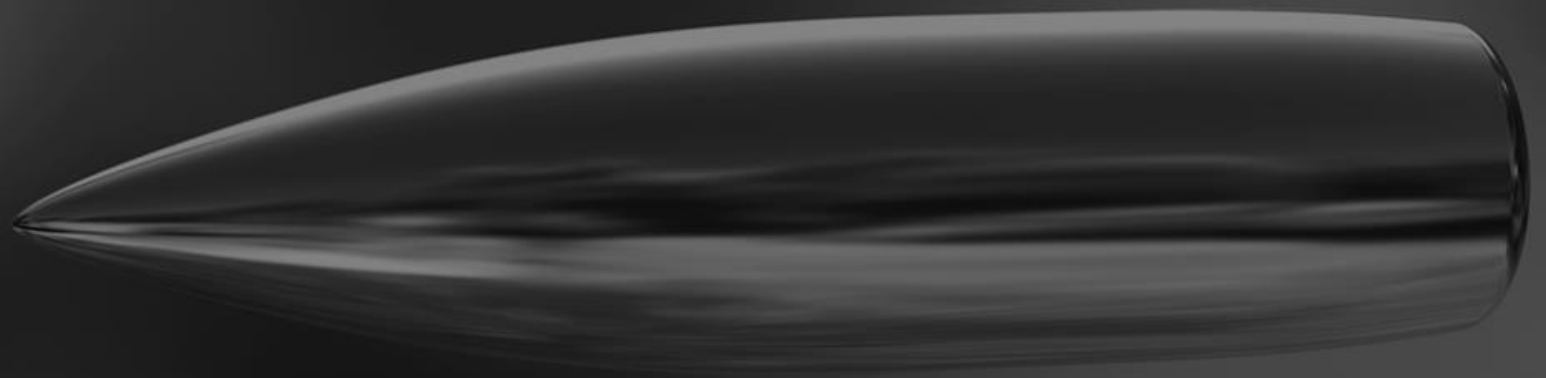
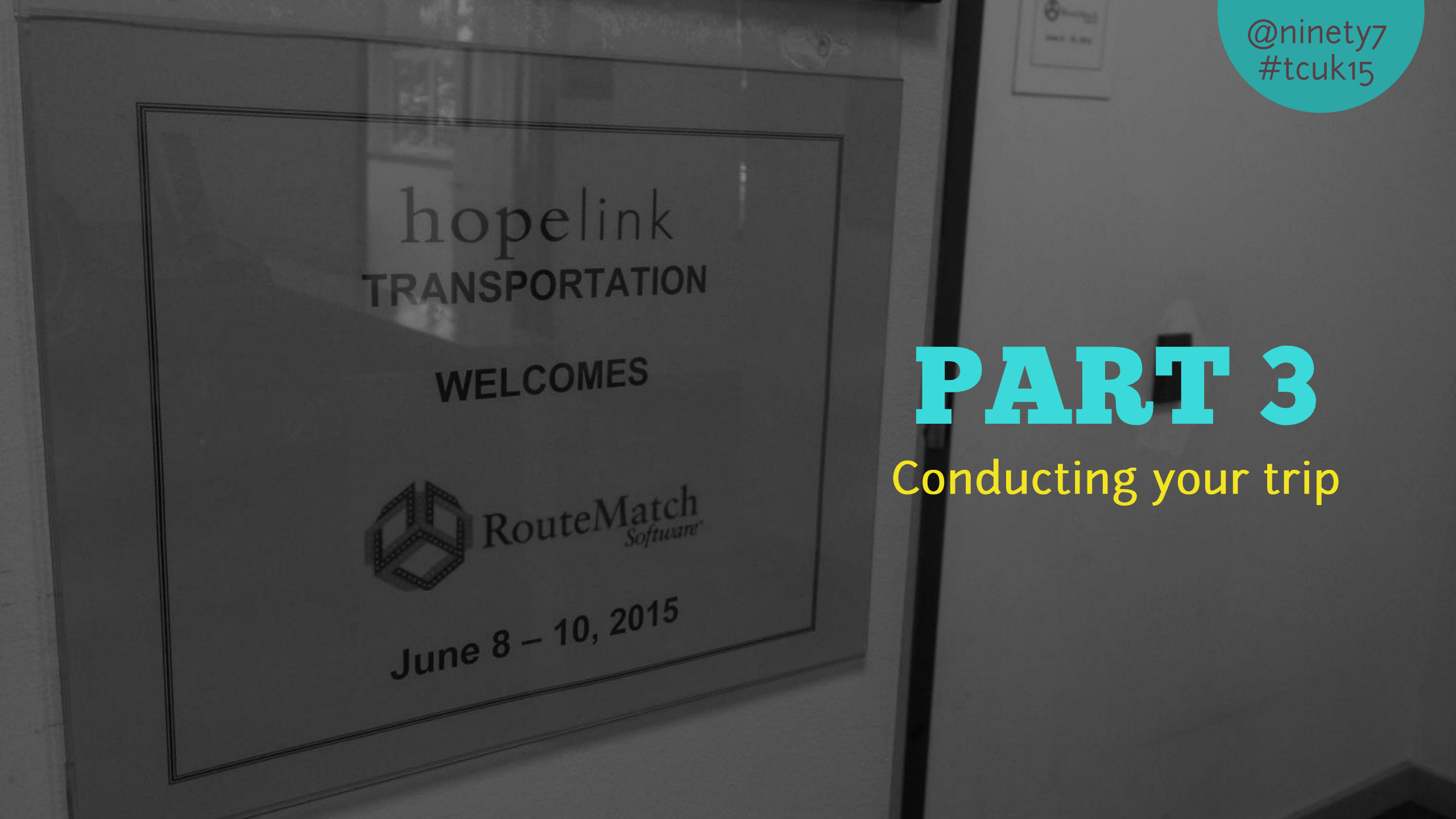
# NO SILVER BULLET



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# PART 3

## Conducting your trip

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# YOU ARE THE BRAND

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FIRST
IMPRESSION

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STICK
TO
YOUR
PLAN

# DON'T WASTE TIME

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@ninety7
#tcuk15

# DON'T PASS BLAME

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# DON'T PASS BLAME

We have prioritized based on the needs of all of our clients.

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# DON'T PASS BLAME

We are currently improving our processes to make sure...

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# DON'T PASS BLAME

Our Service department would be happy to consult with you.

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DON'T KNOW?
SAY SO!

# BE PLEASANT

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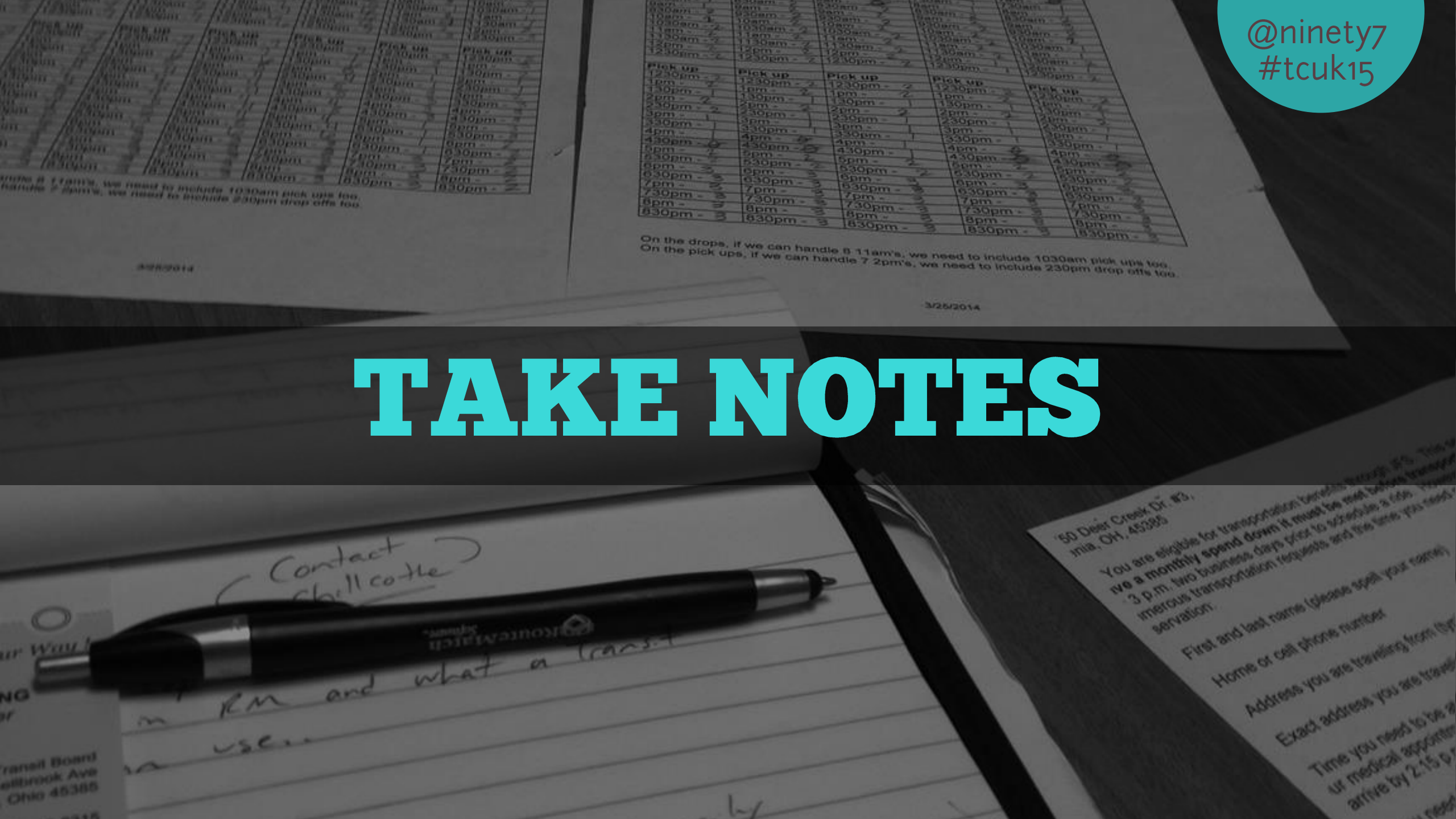
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TAKE NOTES

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STAY POSITIVE!

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Motivation

Competition

Operation

Assistance

# LEARNING TOPICS

Training

Vision

Cooperation

Requests

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USE THE SAME
LANGUAGE

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PART 4
After your trip

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# FOLLOW UP

Thank them for their time

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# DO WHAT YOU SAY

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6 THE SECRET:
DO GOOD WORK AND
SHARE IT WITH PEOPLE.

# Hopelink Summation

## What is Hopelink?

An Organization that provides many services for families in need, helping them become self-sufficient.

Programs include:

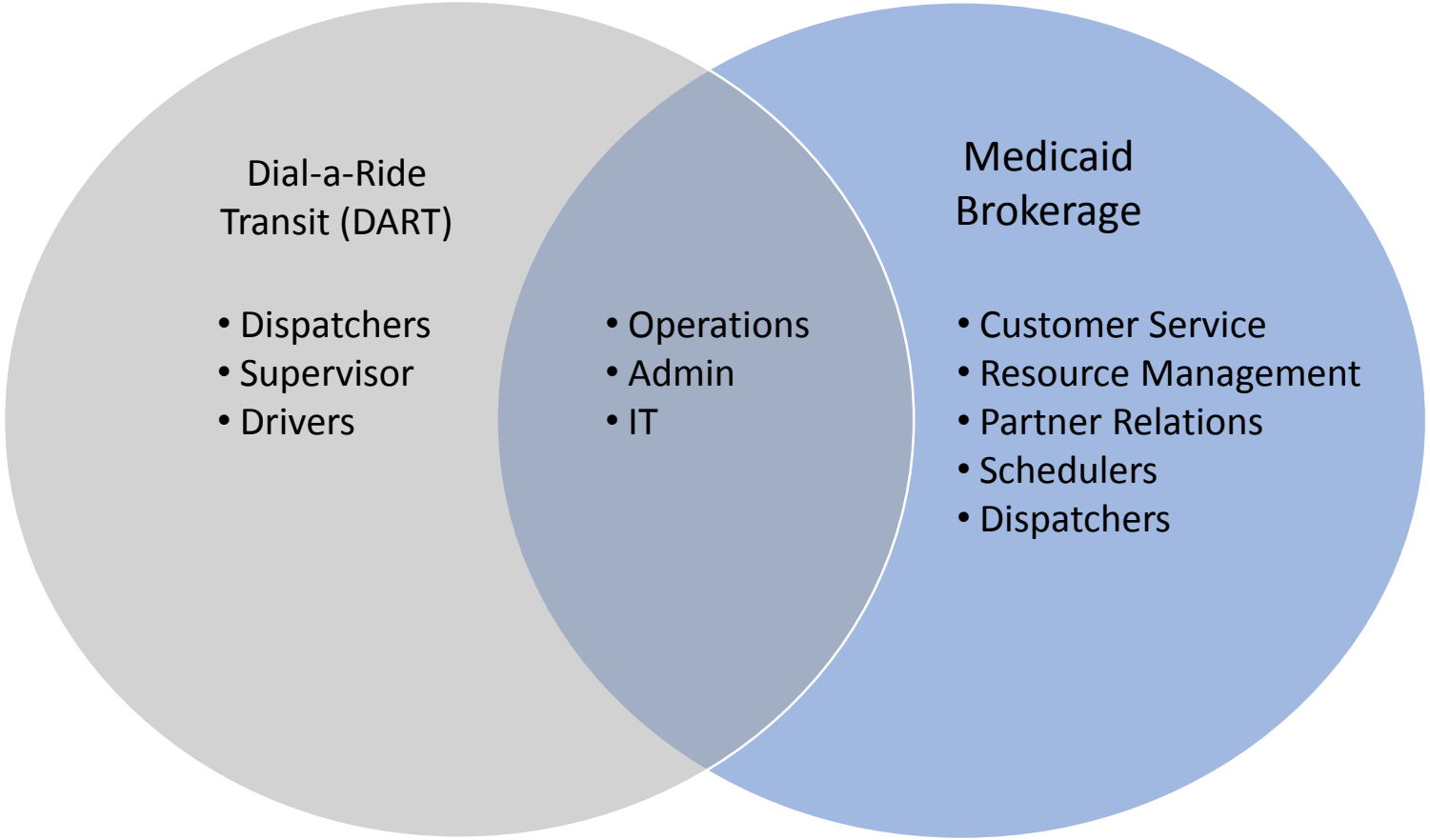
- Food
- Housing
- Family Development
- Adult Education
- Financial Education
- Transportation

hopelink
Helping People. Changing Lives.

# Mobility Management

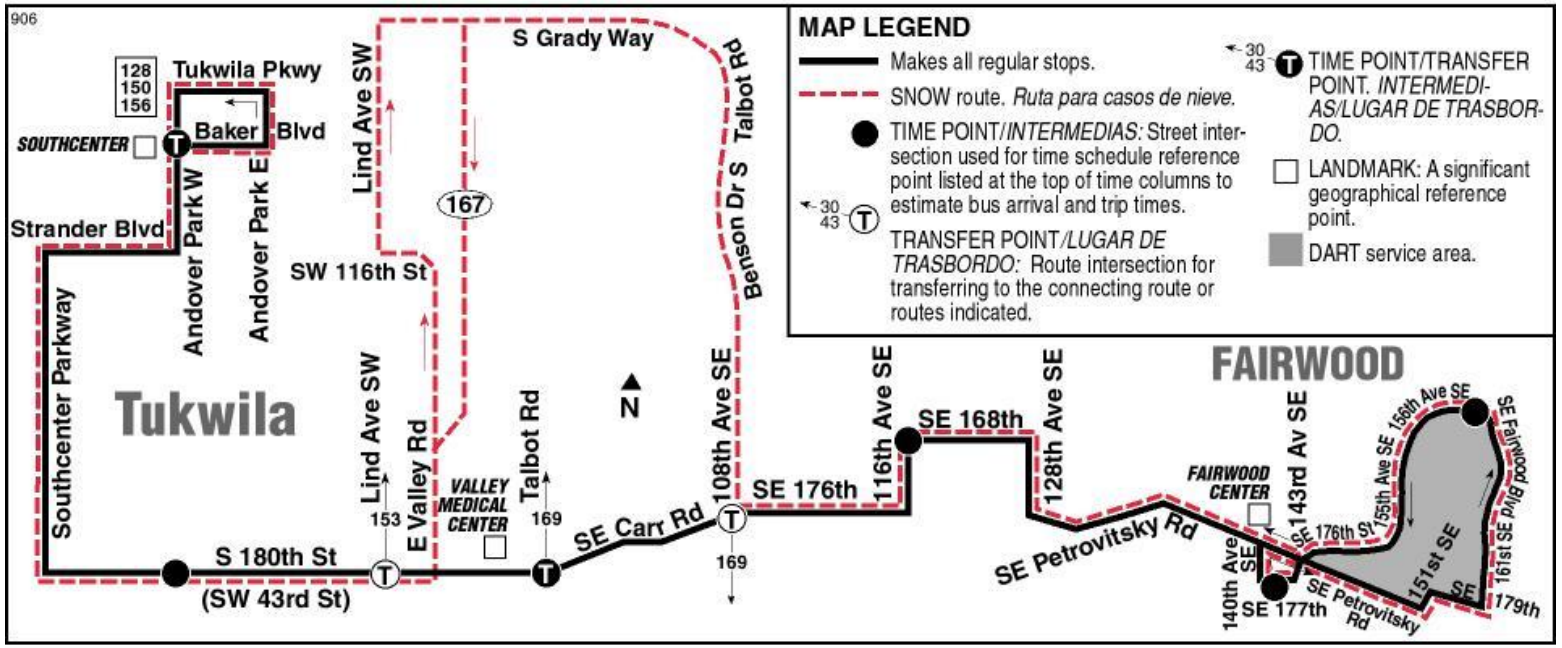
Information from: https://www.hope-link.org//get_help/transportation/mobility_management/

# Hopelink Transportation

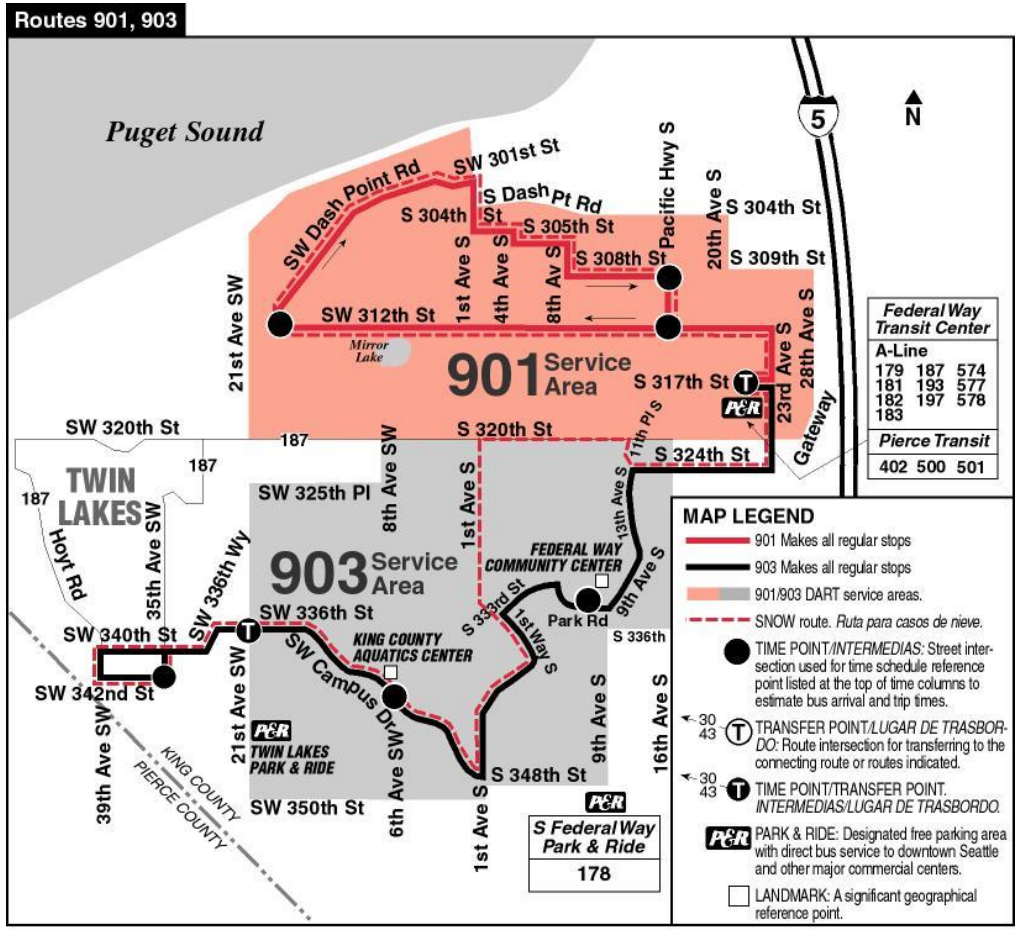


# Hopelink Transportation

# Dial-a-Ride Transit (DART)



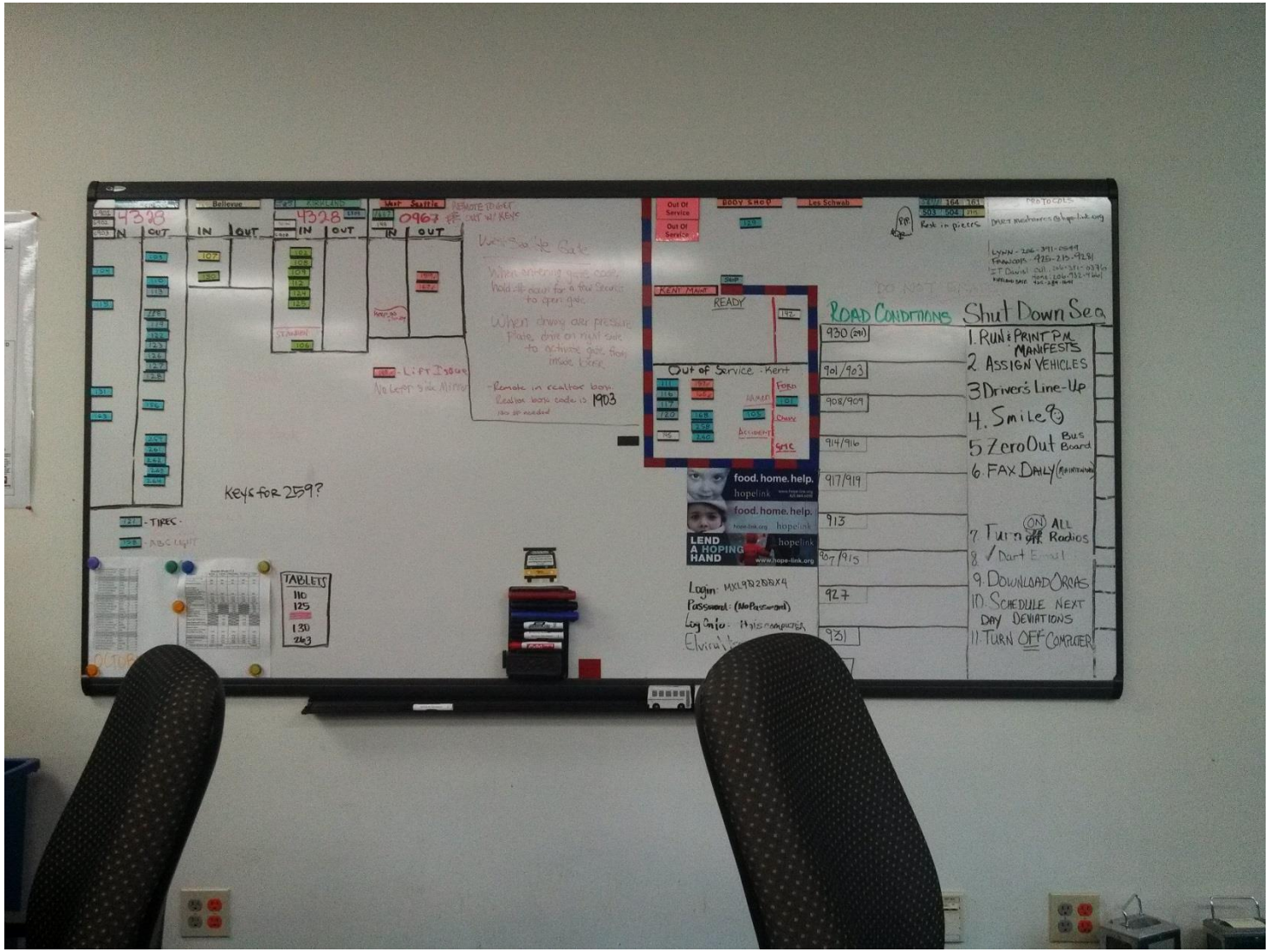
# Dial-a-Ride Transit (DART)



## Day In the Life

- Drivers pick up paper manifest and cover sheets from office.
- Drivers begin their day, running the fixed routes.
- Drivers contact dispatchers through push-to-talk Motorola phones.
- Dispatchers use the big white board to track vehicles that are in-service, out-of-service, or undergoing repairs.

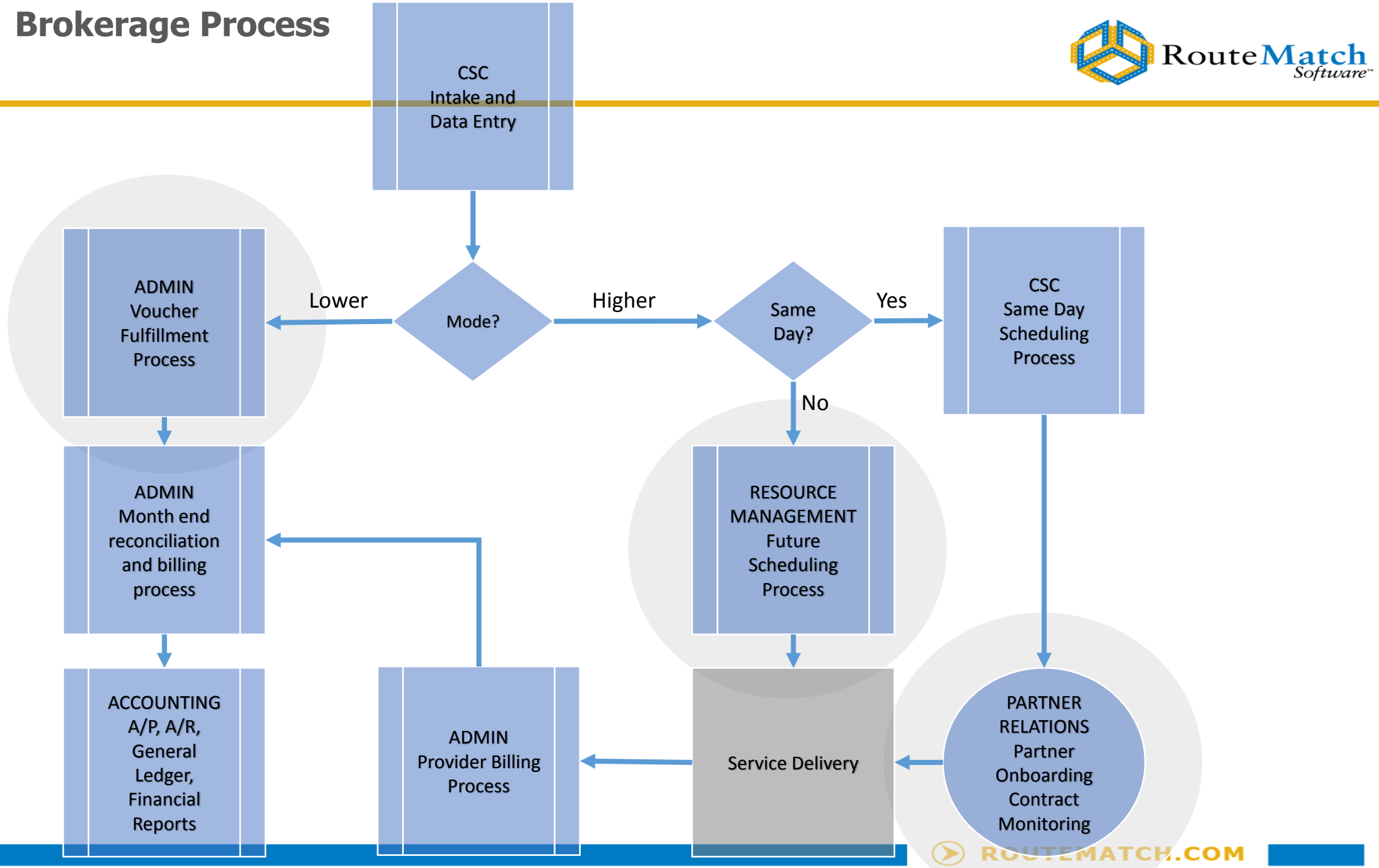
# Hopelink DART



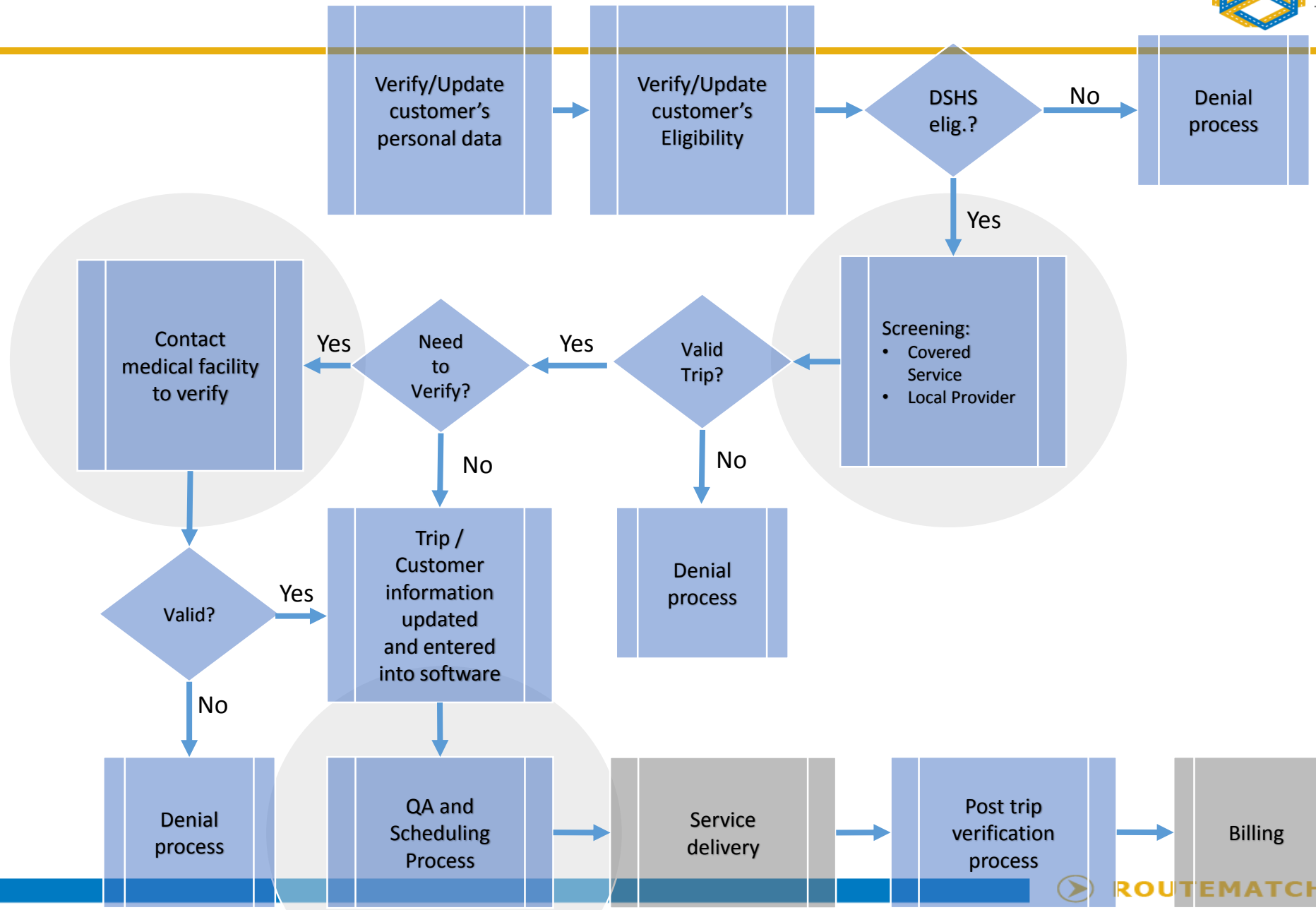
## Day In the Life

- Clients book trips through the website or by calling the dispatcher at least 2 hours in advance.
- Dispatchers contact drivers and tell them about the deviations, if they are available.
- Trips are not denied if the rider is going to or being picked up from the proper areas.
- If nothing is available, the dispatcher tells the client when they could be picked up.
- Walk-on deviations are available, if the driver is scheduled to run through the deviation zone.
- When anything occurs, the dispatcher logs an event in their Access DB.

# Brokerage Process



# Reservation Process



# Hopelink

## Where they fit

- Brokerage
- Large Urban
- ASP Client
- On-Premises Install
- Fixed Route
- Deviated Fixed Route

## Where they are different

- Lower Mode
- Want to supply multiple Fixed Route contracts across the region
- Must import and export large amounts of data
- Rely heavily on Access to run reports they cannot run in RouteMatch

# PROJECT PLAN

It will help you track deliverables

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BE
MEMORABLE
THANKS TO YOU
Arsenal

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# BYE!

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