



MoVET News Letter

MoVET Rollout

The MART MoVET Project begins an important phase in the development of the first in the nation comprehensive call transportation scheduling designed to improve access to transportation for veterans and their family members. Your assistance and feedback as the services are rolled out will help tailor the information that is presented.

The MoVET Program can be accessed the by entering www.movetma.com in your web browser.

The Trip Planner screen will be displayed. At this point you will be able to enter the information needed to schedule a trip by bus, including origin, destination, time of day, what days of the week, how far you are able to walk to access transportation, and time of day to depart or arrive at your destination. Once all of the required fields has been entered by clicking the SEARCH icon all of the possible bus options will be displayed.

By logging in using the Login icon on the top right of the screen you will be able to create a carpool where you can offer to use your car to share rides to common destinations with other veterans or create a request to join a carpool. This is done by clicking the carpool button on the lower left after logging in.

As more veterans and family members log in and use the system more information as to travel needs will be collected and additional car sharing opportunities will be identified.

As you check out the MoVET software be aware that this is a BETA (Test) version. Your help is needed to make it better. Any issues or information that you know



Project Partners

**MART
CCRTA
MWRTA
Massachusetts DOT
Veteran's Northeast Outreach Ctr.**

Stakeholders

**Veterans Administration - Region 1
MA Dep't. of Veteran's Services
Local Veteran Service Officers
Kiessling Transit, Inc.
Massachusetts Broadband Institute
HB Software Solutions
Massachusetts 211**

MoVET Rollout (Continued)

to be incorrect or missing can be reported by clicking the "movetissues" icon on the lower right side of the program. This is a tracking report where the information you put in can be logged and tracked as it is corrected by the technical team at HB Software Solutions.

All of the information provided will be used to improve the program for other veterans and their families.

In the coming weeks, MART will be organizing regional town meetings (Boston, Lawrence, Brockton, Worcester, Springfield, and the Cape.) to provide a Q&A opportunity for the various veteran groups. A schedule of the events will be published and posted on the website.

Please help us with this important first step and stay tuned for additional upgrades as we continue to roll out.

For additional information you can e-mail Mickey McIver at mickey_mciver@msn.com or call 603-748-4844

Thanks for your help.
Mickey

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Technology Update

The MoVET project will provide a cloud-based phone system to support transportation needs for veterans and their families. The project aims to provide 100 physical hardware phone and softphones as part of this project. The phone system will connect the VSO's, Veteran Agencies such as the DAV and the VA, 211 and other transportation providers such as MART, CCRTA and MWRTA through a single number (one call).

The monthly operating cost of the phone will be covered during the first 3 years of the contract by the MoVET grant. The monthly operating cost of the phone after the initial 3 years will be \$30-\$35 per phone. The phone system will include hardware and a softphone which could be installed on a PC or can be downloaded a smart phone as an extension of the MoVET system. A VSO or an agency has the option to either use a softphone to forward calls to their existing phone system or use the complete package. An Internet connection is the only requirement for using the phone system

The phone system will allow a veteran to use an interactive voice response (IVR) system during off-peak hours to avail trip information. A veteran will also have the ability to cancel a ride via the IVR system. The phone system will also be integrated via the MoVET portal and will allow a consumer to call a transportation provider by a click on the software portal (carpool, volunteer, 211, vendor etc). Calls for transportation could be transferred or routed to agents by determining the geographic location of the caller. VSO's that facilitate transportation for veterans and their families for medical appointments, jobs or schools will connect directly as an extension to other VSO's or transportation providers or agencies.



Veteran's Organizations

You have an important role in providing service and information to veterans and their families.

Please share this information with your groups and encourage them to use www.movetma.com.

The more input we can get from them and you the more accurate the end product will be.

Also consider if your local veteran service could benefit from having one of the phones described in the technology update portion of this newsletter.

If the answer is yes please contact me at mickey_mciver@msn.com.

Merry Christmas to All



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