

## Training & Technical Assistance

### **MARICOPA COUNTY TECHNICAL ASSISTANCE**

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#### **MARICOPA COUNTY HUMAN SERVICE SPECIAL TRANSPORTATION SERVICES DIVISION**

RLS & Associates, Inc. provided technical services in the continued evaluation and improvement of the Special Transportation Services (STS) program operated by Maricopa County. This technical assistance was a follow-up to RLS' assessment of STS completed as part of the Maricopa Regional Paratransit Study. RLS built on the original assessment by providing additional in-depth discussion, analysis, and implementation recommendations based on the initial STS assessment report; and assessed and performed workflow analysis for staff at the STS call center to enhance efficiency and maximize employee productivity following adoption/implementation of mobile data technology.

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