

ONE CALL-ONE CLICK Profiles

CT RIDENET, ST. CLOUD, MN

BACKGROUND

CT RideNet, as the Coordinated Transportation Ride Network is known, was developed in 2006 to assist the residents of central Minnesota in getting rides. The idea grew out of the state's coordinated transportation-planning activities.

Located in St. Cloud, MN, CT RideNet is a non-profit corporation operated as a public service by Care Transportation Inc. This is an example of a one-call service that has forged strong ties to private sector providers Yellow Cab and Care Cab; Kandiyohi Area Transit; Sherburne and Hennepin counties; and a variety of sponsors to address the need for transportation services from rural areas.

St. Cloud has extensive fixed-route bus and demand-response services, as well as connections to the North Star Link to the Twin Cities. Kandiyohi Area Transit serves Willmar with fixed-route transit and a variety of small towns with senior services.

Care Transportation, Inc. provides a variety of services. Its for-profit companies include Yellow Cab, Care Cab, CT Auto Sales, and CT Auto Servicing. The nonprofit CT RideNet transportation options have been created and funded by forming partnerships with government, non-profit agencies and businesses including:

- Providers - public, private and non-profit agencies including Kandiyohi Area Transit, aging services, Care Cab, Yellow Cab, Catholic Charities, Ucare, etc.;
- Community Partners - Non-transportation partners, such as United Way and R.S.V.P.;
- Sponsors - businesses/individuals providing financial and in-kind support;
- Advisors – riders, advocates, local and statewide agency representatives, providers, government leaders including the MN Department of Human Services, MN Department of Transportation, MN Board on Aging; and
- Supporters – groups that endorse and raise awareness of the program to their members.

CT RideNet will arrange for services state-wide, but most services are in the central part of the state. It coordinates transportation resources through its partners, utilizing transport modes provided through public transit providers, social service agencies, volunteer networks, private transportation companies and independent certified drivers.

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VISION

CT RideNet envisions a service in which:

A person living in rural Minnesota would call for information on how she can get to a doctor's appointment in Minneapolis. RideNet would provide her with information regarding her transportation options, including state agencies, and private and volunteer services. If the trip is within her county, county agency options would also be provided. RideNet would then allow her to contact the provider herself, or it would dispatch the agency and coordinate the ride at the time needed.

RideNet would coordinate all resources by creating partnerships with government, non-profit agencies, and private providers, including public transit, social service agencies, volunteer driver networks, transportation companies, and independent operators. RideNet would provide information to riders, and provide dispatch services and reimbursement as needed.

RideNet would establish a network of certified independent drivers to provide quality transportation to fill gaps when no other resources exist. RideNet would utilize advanced call center technology to create a "virtual" call center. The "virtual" call center would employ individuals working from home in various local areas. This would give the rider a "local feel" when calling for information and create employment opportunities for:

- Home-bound individuals with physical disabilities;
- Persons living in remote areas; and
- Multicultural individuals who provide language-translation services.

ONE-CALL SERVICE SCOPE OF OPERATION

RideNet provides one-call services 24 hours a day, 7 days a week, utilizing its taxi-dispatch system. Anyone may phone or e-mail transportation information requests – for any trip purpose – and transportation options will be provided, depending on requirements and eligibility for specific program participation.

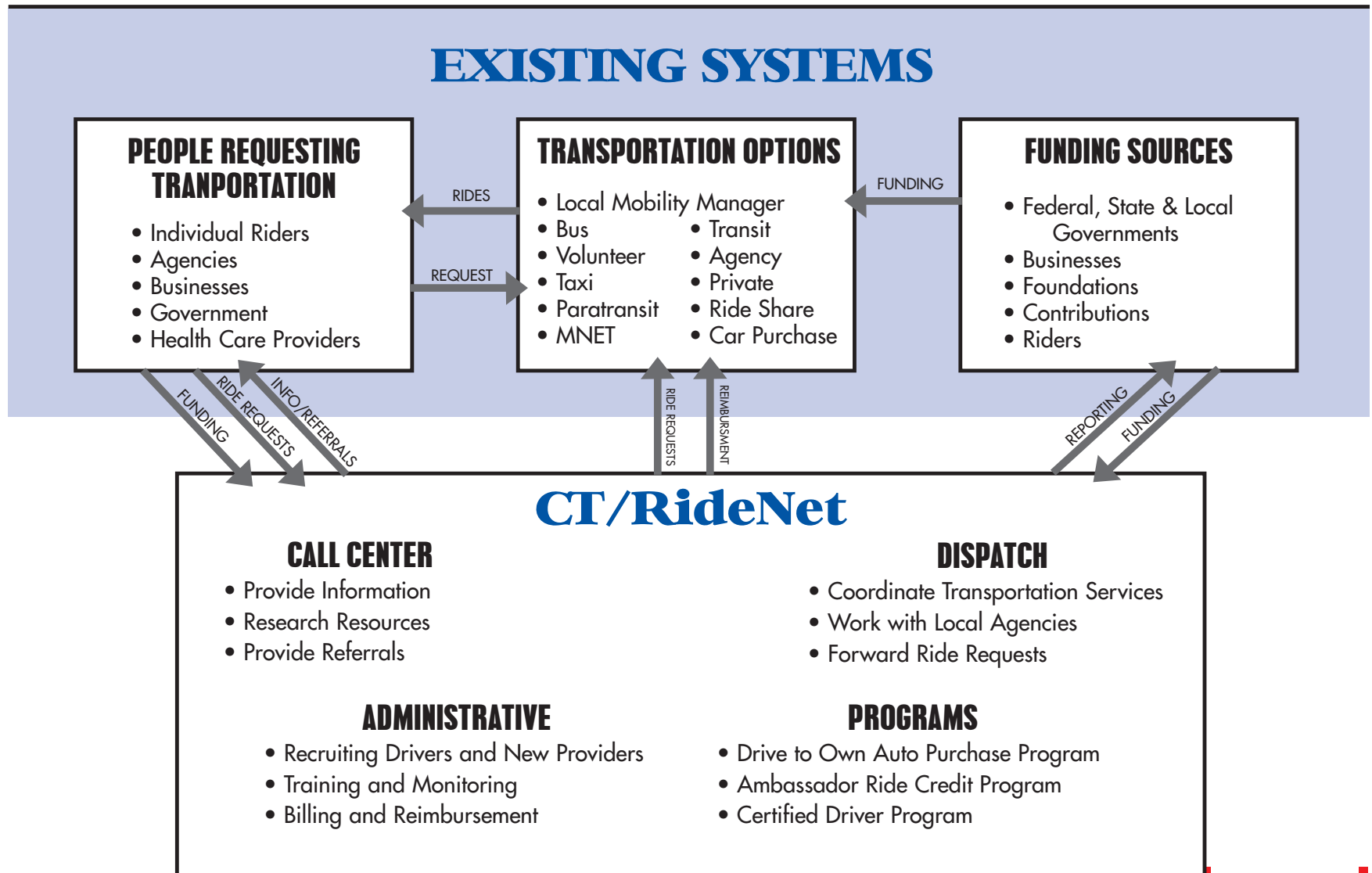
Payment for rides may be through CT RideNet coupons or by credit card.

Figure 1 illustrates CT/RideNet's four key functional areas that interact with the one-call service: 1) the call center, 2) the driver/rider programs, 3) dispatch services, and 4) administration.

FIGURE 1: Description of CT/RideNet systems that interact with the one-call center



Access Program



Source: ctridenet.com

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CT RIDENET PROGRAMS

DRIVE TO OWN AUTO PURCHASE PROGRAM: CT RideNet will provide a car for those willing to help others who need a ride, if they meet prescribed guidelines. Qualifications for a Drive to Own vehicle include:

- Clear driving record
- Clear criminal record
- 10 years of local driving experience
- Pass a physical
- Be willing to take a defensive-driving course
- Be available 6 or more hours/week to drive others who need a ride.

In return, participants will be assisted with purchasing a vehicle and an accompanying maintenance program. Participants will have an actual loan on a car and may use credits from driving to help with payments.

AMBASSADOR RIDE CREDIT PROGRAM: CT RideNet is working to establish a senior ambassador program, which would give seniors the opportunity to provide services for others. One of the features is a “ride credit” or “bank” that allows drivers to accumulate credits to donate to others or use themselves if they become unable to drive.

CERTIFIED DRIVER PROGRAM: This program is for those willing to help others who need a ride, if they meet prescribed guidelines. To qualify to be a Certified Driver, participants must meet the same qualifications as the Drive to Own Program. In return, participants earn credits that can be passed on to others, such as an out-of-town relative, who could use RideNet service.

The credits would be used as cash to help them with the cost of the ride.

MOBILITY MANAGER FUNCTIONS & TECHNOLOGY APPLICATIONS

Care Transportation’s call center processes over a half million calls annually. Proprietary software is used to record trip requests/reservations and maintain a comprehensive inventory of transportation providers, client database, and drivers and administrative (including billing and reimbursement) functions.

- For internal trips - Reservations are scheduled immediately while the customer is on the phone. The customer has a confirmed reservation with estimated pick-up or drop-off time at call completion.

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- For brokered trips - Reservations are accepted but not confirmed. The customer must call again or be called back with confirmation and pick-up/drop-off times. Trip reservations are faxed or called to the provider.
- Depending on the trip request, eligibility determination may be made by the service provider or a third party, or the caller is screened for definitive eligibility immediately using an interactive process and completed with the caller on the phone. The One-Call Service determines eligibility on behalf of one or more service providers.

In addition, the 1-800 phone number, information and reservation requests may be made through CT RideNet's web-based application, available at: http://www.ctridenet.com/need_ride.aspx

Ancillary technologies include real-time vehicle-locating capabilities (AVL), digital communications between dispatchers and drivers, and customer notification via e-mail. Automated Voice Response (AVR), used in the past, was removed five years ago. All calls are now answered by a live operator, 24 hours a day, 7 days a week.

For more information about CT/RideNet's one-call service, contact Dale Victor, 320-253-7729, dalevictor@caretransportation.com.

The Community Transportation Association of America is a national non-profit, membership organization working to ensure that our nation’s residents have reliable, accessible, affordable, convenient and safe transportation services. The Association is involved in several projects to provide information and technical assistance to communities, transportation providers, human services agencies and other groups to increase mobility through effective public and community transportation.

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one call - one click
TRANSPORTATION SERVICES TOOLKIT