GLOSSARY

ONE CALL–ONE CLICK Transportation Services Toolkit

ACRONYMS

ADA – Americans with Disabilities Act

ADRC – Aging and Disability Resource Center

AIRS – Alliance of Information and Referral Services

AVA – Automatic Vehicle Annunciation

AVL – Automatic Vehicle Locator

CAD – Computer Aided Dispatch

I & R – Information and Referral

ITS – Intelligent Transportation System

IVR – Interactive Voice Response

MDC / MDT– Mobile Data Computer / Mobile Data Terminal

MSAA – Mobility Services for All Americans

PDA – Personal Digital Assistant

RITA – Research and Innovative Technology Administration

TMCC – Transportation Management Coordination Center

TERMS

Technology terms are defined in Chapter VII. Other Definitions are below.

Aging and Disability Resource Center - Serves as a single point of entry into the long-term care system for older adults and people with disabilities. They are one-call services and use a "no wrong door" system, which means a caller can access the system regardless of the agency they contact first.

Alliance of Information and Referral Services - A professional association of community information and referral (I&R) providers. Americans with Disabilities Act – Federal Law passed in 1990 requiring public facilities, including transportation, to be fully accessible to people with disabilities.

Brokerage - A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors. Volunteer drivers are often coordinated by a broker. Brokers may also assist in forming carpools and vanpools.

Coordination - A process in which organizations work together to accomplish their transportation objectives.
Information and Referral – Services that provide information to

callers and refer callers to others for assistance. Your aging services program may use the term Information and Assistance (I & A).

Mobility Management - An approach to managing a coordinated community-wide transportation service network with a customer focus. Mobility management considers the operations and infrastructures of multiple trip providers in partnership with each other and can effectively address demand management issues. Mobility management is most effective when it is adaptive and flexible to meet the needs and conditions in a given community or region, or even a single person.

Mobility Services for All Americans - A 2008 initiative establishing a coalition of stakeholders to bridge the gap between the transportation/ITS and human services communities in order to identify solutions built upon the knowledge and expertise of both.

Systems Engineering - A systematic design process through which all needs are identified and systems are put in place to address each of the concerns.

United We Ride - A federal interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities, and individuals with lower incomes.

one call·one click
TRANSPORTATION SERVICES TOOLKIT