## OBJECTIVE

A one call–one click service for transportation provides customers with a single point of contact to learn about available transportation resources. This customer-friendly tool can empower travelers by providing information about, assistance with, and access to available services.

## TYPES

- **Public Transit Call Centers or Web-based Centers**: Provide information on routes and schedules for bus, paratransit, or rail services;
- **5-1-1 Services**: Typically make announcements about roadway conditions including delays caused by traffic volumes, weather, and construction;
- **Rideshare Services**: Carpool and vanpool matching services; and
- **One-Call Centers for Specialized Transportation Services**: Generally human service transportation. May be provided through a brokerage.

## MAY PROVIDE

- **Program Information**: Service characteristics, eligibility criteria, and referral to an appropriate service provider;
- **Counseling Assistance**: Itinerary planning, determination of eligibility for services, and ombudsperson or advocacy services; and
- **Access to Transportation Services**: Carpools, vanpools, or commuter services; car-sharing or car loan programs; bus schedules and ticket information; and specialized transportation and scheduling.
## BENEFITS OF ONE CALL–ONE CLICK TRANSPORTATION SERVICES

### For the Community

- Using community resources (e.g., funding, vehicles, technology) more effectively,
- Reducing duplication of transportation services,
- Removing transportation as a barrier to accessing key community services,
- Demonstrating consumer-friendly delivery of community services,
- Enabling broader community values to thrive, such as community livability and aging in place, and
- Establishing a united voice for future transportation initiatives.

### For Riders and Caregivers

- Providing one location to obtain a ride for a variety of programs,
- Making it easier to obtain information on a wide range of transportation options,
- Streamlining the eligibility process for multiple programs, and
- Being a place to receive counseling assistance, such as ombudsperson or advocacy services.