

## ABOUT ONE CALL-ONE CLICK TRANSPORTATION SERVICES

### 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.

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