

FUNCTIONS OF A ONE CALL–ONE CLICK TRANSPORTATION SERVICE

This factsheet describes basic functions that one call–one click transportation services can include and provides information that will help you decide which functions to include in your service. It also identifies issues you should investigate before making a final decision. You may likely refine your decisions as you obtain more information. Keep in mind that getting to a final decision about the range of functions of your services will be an iterative process.

FUNCTION	CHARACTERISTICS AND OPTIONS	BENEFITS
Information & Referral	<ul style="list-style-type: none"> • Give customers one or more numbers to call. • Provide counseling to determine the services that are the best fit. • Provide general information on services and eligibility. • Transfer calls to a service provider. 	<ul style="list-style-type: none"> • Provides the foundation for more coordination. • Makes it easier for customers and staff to identify services.
Eligibility Determinations for Multiple Programs	<ul style="list-style-type: none"> • Staff has forms for all programs and completes them at one time. • A single process (or limited number of processes) for determining eligibility for multiple programs. • Share data on eligibility with multiple providers. • Maintain a common database used by several providers 	<ul style="list-style-type: none"> • For the customer, the process for obtaining eligibility for a range of transportation services is simplified. • Provides an opportunity for stakeholders to practice working together.
Ombudsperson	<ul style="list-style-type: none"> • May be the responsibility of a mobility manager or case manager. • Becomes especially important when eligibility is determined. 	<ul style="list-style-type: none"> • Helps customers navigate the system and go on trips. • Promotes coordination. • Helps agencies understand places where the systems are not working as intended. • Identifies gaps or problems that need to be addressed.
Travel Training	<ul style="list-style-type: none"> • Helps paratransit riders learn to use fixed-route services. 	<ul style="list-style-type: none"> • Transfers eligible riders with disabilities to fixed-route services, freeing up capacity on specialized transportation. • Encourages use of conditional eligibility for ADA paratransit services.
Travel Orientation	<ul style="list-style-type: none"> • “Bus Buddies” (experienced riders) or other community members (e.g., transportation coordinators, mobility managers, social services agency staff) who can show new riders how to use the fixed-route or other services. 	<ul style="list-style-type: none"> • Helps riders learn about and feel comfortable using fixed-route and other travel modes.

FUNCTION	CHARACTERISTICS AND OPTIONS	BENEFITS
Travel Hosts	<ul style="list-style-type: none"> Assist passengers in finding their transfer connections at busy transfer centers. 	<ul style="list-style-type: none"> Enables more passengers to use fixed-route services, freeing up capacity on specialized transportation services.
Shared Reservations	<ul style="list-style-type: none"> Can use a software application that runs on a closed network or is web-based. Read-only: call-taker can see where space is available, but cannot actually schedule trips. Read/Write: call-taker can see what is available and can schedule trips. Dispatching is through a single provider. 	<ul style="list-style-type: none"> Improves customers' experiences and operational efficiencies. Enables callers to know whether they have a trip scheduled.
Joint Scheduling	<ul style="list-style-type: none"> More people in a vehicle. Uses multiple providers. Once trip is dispatched, the rider's contact is with the provider. 	<ul style="list-style-type: none"> Improves productivity. Increases mobility.
Joint Dispatching	<ul style="list-style-type: none"> Puts more vehicles under a single dispatcher to minimize customer inconvenience due to traffic delays and vehicle breakdowns. Joint dispatcher acts as the point of contact for the whole trip. 	<ul style="list-style-type: none"> Maximizes vehicle productivity. Operational efficiencies through real-time trip- management information.

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