

STEPS TO THE ONE CALL—ONE CLICK SERVICE YOU CHOOSE

Find where you are now, and see what your next steps might be:

Distinct systems. - - - - - Some coordination. - - - - - Fully Integrated. - - - - - Automated

COORDINATED AMONG PROVIDERS										
Providing rides										
Providers work alone	→	Share information on available services among providers	→	Share rides, as need arises	→	Develop shared standards for drivers, operations	→	MOUs for scheduled shared rides, using fully allocated cost	→	One call as broker of all partner rides
Rider eligibility										
Providers implement own eligibility process	→	One call center sends/processes applications	→	Cross-train staff to complete applications for other agencies	→	Establish common eligibility application for rides	→	Incorporate one-stop eligibility process into one call center	→	
Rider reservations										
Providers make reservations directly w/customers	→		→	Provider that needs more capacity calls another provider and schedules a trip on behalf of a customer	→	One-call service makes tentative or confirmed reservations	→	Shared electronic reservation system among 2 or more providers	→	Automated reservation system with provider, agency or customer input
Scheduling and dispatching										
Providers schedule/dispatch only their trips	→		→		→	Establish compatible communication systems for providers	→	Shared scheduling/dispatch from one-call center	→	Computer-aided automated scheduling/dispatch from one-call center
Financial operations										
Providers have separate billing systems for rides	→		→		→	Develop fully allocated cost for trips	→	Centralized billing through one-call center	→	Shared electronic fare system that allocates costs

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CUSTOMER EXPERIENCE										
Information and referral										
Rider calls each provider for information and reservation	→	Paper-based ride guide for all services		One-stop telephone or web-based site for transportation information for all services	→	One-call or one-click access to reservations on all programs, but indiv. providers confirm pick up/drop off times	→	One-call or one-click access to reservations and confirmed pick up/drop off times	→	Customer can request and confirm reservation on line through automated system
Eligibility										
Rider completes eligibility with provider directly	→		→	Rider provides eligibility information one time and it is placed on applications for several programs	→	Customer completes common eligibility application for services	→	One-call center implements pre or full eligibility screening for all partner services	→	
Customer payment (individual or agency)										
Customer pays individual provider at time of ride	→	Payment made to provider through back-office operations	→		→	Agencies develop system for paying each other for shared rides	→	One-call center provides centralized billing for all partner rides	→	Billing of customer ride automated through computer system

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TECHNOLOGY										
Communications w/customers										
Telephone communications	→		→		→	Web-based information and reservations requests	→	Automated customer notification/reminder via e-mail, text message	→	Automated Interactive Voice Response (IVR) telephone system
Driver/dispatch communications										
Single providers communicate w/ their drivers via radio	→		→		→	Compatible radio communications systems among providers for dispatching	→	Digital communications btw. drivers/dispatchers, with automatic vehicle locator (AVL)	→	
Scheduling/dispatching										
Simple paper or electronic spreadsheets for scheduling/dispatching	→		→		→	Computer-aided scheduling and dispatching (CAD)	→	One-call center has read/write access to providers' Web-based scheduling system	→	Fully integrated traveler information system that allows riders to schedule rides across providers via Web interface
Financial operations										
Providers have separate billing systems	→		→		→		→	Shared cost/billing software	→	Shared electronic fare system

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