

ONE CALL-ONE CLICK SOLUTIONS TO COMMON ISSUES

ELIGIBILITY

Issue	Low-Tech One-Call Strategies	High-Tech One-Call Strategies	Other Strategies
- An individual needs to obtain certification for several programs.	- Establish a common application/certification/appeals process.	- Maintain a common database.	- Cross-train agency staff to complete eligibility assessments.
- Difficult to get to places to obtain certification.	- Provide a convenient site for eligibility - such as at a transfer center for bus routes.	- Offer web-based eligibility forms and instruction.	- Cross-train agency staff, especially those who make assessments for other services and who see clients in their homes.

APPROPRIATE SERVICE

Issue	Low-Tech One-Call Strategies	High-Tech One-Call Strategies	Other Strategies
- Individuals may use the service they know is easiest, but this is not necessarily the one most appropriate considering their abilities, trip purpose and costs of the different services. For example: If paratransit is chosen, it is also the most expensive.	- Accessing several services through one-call improves the chances that the rider is placed on the most appropriate service.		<ul style="list-style-type: none"> - Travel training - Bus buddies - Travel hosts - Cross-training agency staff
	<ul style="list-style-type: none"> - Provide information on various services and the benefits of choosing other options. - Provide eligibility and access information for all available options. - Encourage people to use fixed-route service. 	- Joint scheduling across several travel options.	

SCHEDULING AND OPERATIONS

Issue	Low-Tech One-Call Strategies	High-Tech One-Call Strategies	Other Strategies
- Individuals need to call different providers for different types of trips.	- Calls can be transferred to appropriate provider.	- Software giving access to providers' schedules can show available capacity, increasing flexibility.	
- Trips cannot be confirmed until day before; schedule changes difficult to accommodate.		<ul style="list-style-type: none"> - Joint scheduling. - Web-based scheduling services. 	- Agreements to share riders can enable providers to shift riders to vehicles operating later if return is delayed.

SCHEDULING AND OPERATIONS

Issue	Low-Tech One-Call Strategies	High-Tech One-Call Strategies	Other Strategies
- Riders are not ready when driver arrives, causing delays.	- Inform and encourage riders to be ready before the vehicle arrives.	- Automatic calls to riders reminding them of ride and providing 10-minute notice of vehicle arrival.	
- Information for trips, client data, and billing difficult to enter and update.		- Common database can eliminate redundancies. - Provide information electronically instead of through faxed trip sheets eliminates redundancies.	

AFFORDABILITY

Issue	Low-Tech One-Call Strategies	High-Tech One-Call Strategies	Other Strategies
- Individual cannot afford the cost of a trip.	- Provide information on various established reduced fare programs. - Refer inquirer to the appropriate program contact.	- Maintain a common funding database. - Offer web-based eligibility forms and instructions.	- Vouchers or other subsidies. - Identify less-expensive travel options if appropriate and available (ridesharing, fixed-route transit).
- Agencies cannot afford to pay for adequate services for clients.			- Joint scheduling and agreements to combine riders can improve use of resources. - Strategies to train and shift riders to fixed-route services.

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