

Community Support and Partners

*1. Describe the level of support for a one-call/one-click service within the key agencies involved in the project.

	Some are discussing	Most are discussing	Some are committed to concept, waiting for details	Most are committed to concept, waiting for details	Some have full commitment to project	Most have full commitment to project
Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agency directors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agency boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

*2. How did the decision to develop a one-call/one-click service evolve? Mark as many as appropriate.

- One or more community-based assessments showing access to transportation is an important issue
- Human service agencies identifying the need to improve access to transportation
- Transportation providers identifying the need to improve delivery of services
- A funding opportunity came along that encouraged us to decide to pursue a one-call/one-click project.

Please use this space for any additional comments:

***3. Tell us about your core group of partners - the agencies actively working to make a one-call/one-click service a reality - and those you still want to involve.**

	Actively participating as a core partner in the project	Supportive, but not currently an active participant	Not involved, but a desirable future partner	Not applicable
Public transit/paratransit provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private transportation provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aging and Disability Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other older adult services provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical transportation brokerage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans services provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workforce development agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic development agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical services provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community action agency/other community nonprofit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foundations/nonprofit funders (e.g., United Way)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elected officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2-1-1 service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5-1-1 service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

Progress in Developing a One-call/One-click Center

*4. Describe your group's progress on each of the following steps in the development for a one-call/one-click service.

	Not yet started	We know how we want to approach this	In progress	Have information and need to work with it	Completed
We have all agreed in principle that a one-call/one-click service is a top priority for our community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have researched gaps in transportation services and determined that a one-call/one-click service can help address those gaps.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have discussed and agreed upon written goals and objectives for the project.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have researched and documented details about the full range of transportation services available in the community (e.g., times/hours of operation, costs, eligibility)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

***5. What kind of data have you gathered on key transportation providers in your project region?**

	For all providers	For most providers	For some providers	For none of the providers yet
Details of service (times of operation, costs, geographic areas covered)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer eligibility criteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trip scheduling, reservations, and dispatch processes and systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicles and capacity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organizational structure and capacity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needs of agency clientele	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please use this space for any additional comments:

Your Planned One-Call/One-Click Service

The next three sections ask you to identify the functions you wish to include in your one-call/one-click service. If you are planning both a one-call and a one-click service, please answer all questions (6 through 14). If you are planning only a one-call service, please answer questions 6 through 10; if a one-click service, please answer questions 6 and 11 through 14.

*6. Describe your planned service.

- Web-based only (One-click)
- Telephone based only (One-call)
- Both (One-call, One-click)
- Not yet determined

Please use this space for any additional comments:

About Your One-Call Service

7. One-Call Services: Type of Information Provided

	Definitely included	Discussed but not determined	Not yet addressed	Will not be included
Categorizes/lists providers by type (e.g., air, bus, van, volunteer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Categories/lists providers by geographic location/area served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Categorizes/lists providers by population served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gives information on providers' days/hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides information on eligibility for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides information on other characteristics (e.g., vehicle types, driver skills)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides information on providers' costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifies method of payment for providers (e.g., Medicaid, vouchers, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operator gives comparison costs of trips by different providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

8. One-call service: Breadth of information provided

	Definitely will include this information	Discussed but not determined if we will include this information	Have decided not to include this information	Not yet discussed
Provide information on multiple types of transportation services (e.g., transit, carpool, vanpool)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information on providers in the entire region, not just one jurisdiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information on demand-response services funded through multiple agencies (e.g., transit agency, Medicaid, DSS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

9. One-Call Services: Rider Eligibility

	Definitely will include this information	Discussed but not determined if we will include this information	Have decided not to include this information	Not yet discussed
Operator asks caller set of questions to determine ride eligibility for multiple agencies and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operator asks caller set of questions to determine most appropriate provider for caller	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

10. One-Call Services: Scheduling (from Rider's Perspective)

	Definitely will include this information	Discussed but not determined if we will include this information	Have decided not to include this information	Not yet discussed
Operator makes referrals to other providers when current providers cannot fulfill the trip request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rider receives a call-back confirming ride w/time of service, provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
During the call, riders can request a ride on a single agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
During the call, riders can request a ride on any one of multiple agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service links rider with individual providers or program brokerage (e.g., Medicaid), to schedule the ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

About Your One-Click Service

11. Our one-click service will provide this type of information:

	Definitely will include this information	Discussed but not determined if we will include this information	Have decided not to include this information	Not yet discussed
Identify names of providers with links and phone numbers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Categorize/list providers by type (e.g., air, bus, van, volunteer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Categorize/list providers by geographic location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Categorize/list providers by population served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Give information on providers' days/hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information on eligibility for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information on other characteristics (e.g., vehicle types, driver skills)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information on providers' costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify method of payment for providers (e.g., Medicaid, vouchers, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have a trip-planning feature that will allow riders to find relevant transportation services based on their origin/destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

12. One-Click Service: Breadth of information provided

	Definitely will include this information	Discussed but not determined if we will include this information	Have decided not to include this information	Not yet discussed
Provide information on multiple types of transportation services (e.g., transit, carpool, vanpool)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information on providers in the entire region, not just one jurisdiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information on demand-response services funded through multiple agencies (e.g., transit agency, Medicaid, DSS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide a trip-planning feature that allows rider to find relevant transportation services based on their origin/destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

13. One-Click Services: Rider Eligibility

	Definitely will include this information	Discussed but not determined if we will include this information	Have decided not to include this information	Not yet discussed
Provide on-line questionnaire to determine ride eligibility for multiple agencies or programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Link user to each providers' website where user can access eligibility form	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

14. One-Click Services: Scheduling (from rider's perspective)

	Definitely will include this information	Discussed but not determined if we will include this information	Have decided not to include this information	Not yet discussed
Riders can use website to request a ride among multiple agencies via website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Riders can use website to request a ride on a single agency via website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rider can use website to request an e-mail, phone call, or text to confirm ride was scheduled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

Concurrent or Phased Development

15. If your service will be one-call and one-click, indicate how you intend to proceed:

- Develop a new (or expand on an existing) one-click (web-based) service first, then develop the one-call (phone-based) service
- Develop a new (or expand an existing) one-call (phone-based) service first, then develop a one-click (web-based) service
- Develop both concurrently

Please use this space for any additional comments:

Lead Agency

*16. Where are you in the process of selecting a lead agency?

- Not yet started to identify a lead agency
- Options are being evaluated
- A limited number of options have been identified
- A preferred choice has been identified but not yet selected
- Lead agency commitment has been obtained

Please use this space for any additional comments:

***17. Has the anticipated relationship between the lead agency and the following agencies, within the context of your one-call/one-click service, been determined?**

	Not yet addressed	In discussion	Defined	Not applicable
Public transit/paratransit provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private transportation provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aging and Disability Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other older adult services provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical transportation brokerage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans services provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workforce development agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic development agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical services provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community action agency/other community nonprofit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foundations/nonprofit funders (e.g., United Way)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elected officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2-1-1 service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5-1-1 service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space for any additional comments:

Resources for Your One-Call/One-Click Service

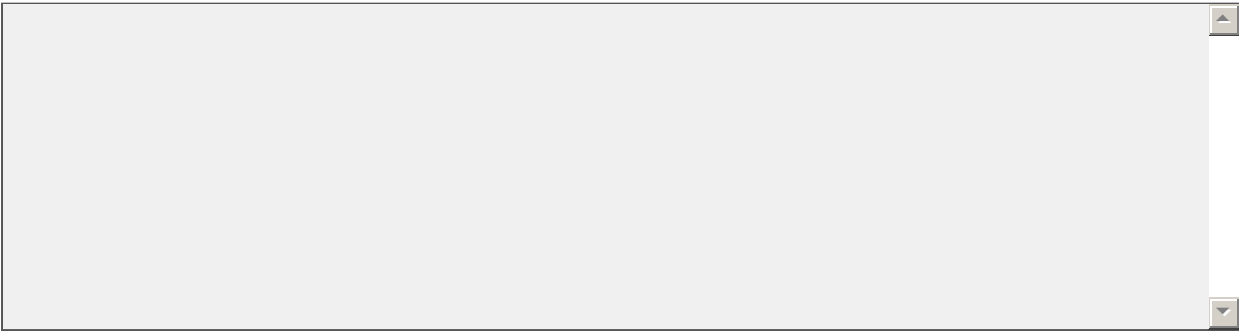
* 18. What resources have you secured to commit to the development of your one-call/one-click service over the next year (approx. July 2014 - June 2015)?

	Committed and in place	Applied for - fairly certain	Applied for - uncertain	Still researching/soliciting	No resources yet identified
Staff time from single (lead) agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff time from multiple agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interns or volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Budget commitment from one or more agencies for ongoing development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funds to pay for outside services for specific activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funds to pay for technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other in-kind support/donations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

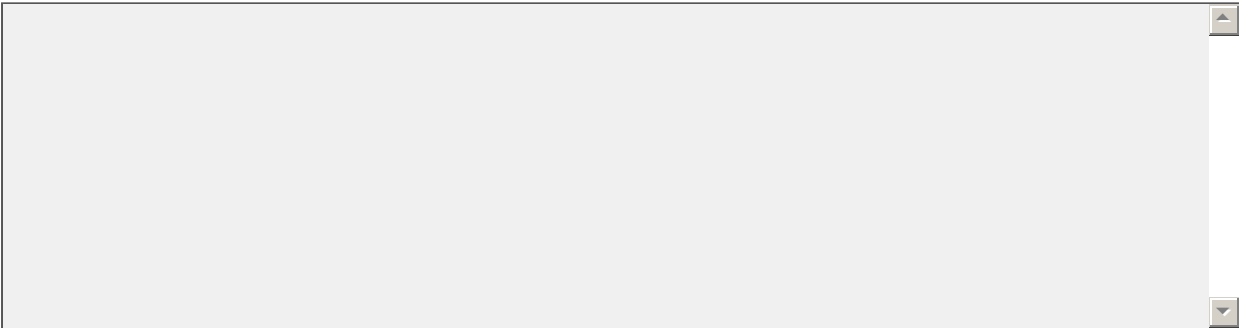
Please use this space for any additional comments:

Challenges and Training Support

***19. Please list the top challenges you anticipate in establishing a one-call/one-click service.**

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***20. What specific information do you hope to gain from this training? What tools do you believe would be the most useful in helping you to get to the next level in developing your service?**

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