



Remote Training Opportunity: Implementing One-Call/One-Click Systems for Transportation Services

Application deadline: June 30, 2020, 11:59 p.m. ET

As part of the work of the National Center for Mobility Management (NCMM) to provide technical assistance to mobility management professionals and enhance coordination across transportation systems, NCMM is offering a remote training opportunity on how communities can establish and/or expand existing One-Call/One-Click (OC/OC) systems. OC/OC systems “inform the public about all available transportation options for all populations in a given geographic area, enabling users to gain tailored trip information as well as book and pay for trips.”

NCMM is inviting communities who are interested in receiving this training to submit an expression of interest via NCMM’s [online form](https://forms.gle/DeUyUf1xsBcf3FoV8) [https://forms.gle/DeUyUf1xsBcf3FoV8] by June 30, 2020, 11:59 p.m. Three communities will be selected to receive this sponsored training; communities will not be charged for their participation.

Eligible Applicants

NCMM is requesting that 3- to 4-member local community teams apply for this opportunity, led by one team member from an eligible organization (public, nonprofit, or not-for-profit organization). Note that applications for a statewide OC/OC project are not eligible. The team is strongly encouraged to have a broader partnership network supporting the OC/OC project, but for logistical reasons we will limit active participation in this training to no more than 4 people per team. Team members should include representation from local transportation providers and the operator of any existing one-call or one-click service that will be involved in the project. Other members can include ADRCs, 211 services, local elected officials, human service agencies, and other stakeholders the team chooses.

Timeline for the Training

- Call for expressions released - May 18, 2020
- Deadline for questions regarding this training (send to onecall@nc4mm.org) - June 17, 2020. Responses will be posted each week to nc4mm.org/one-call-one-click-training-faqs.
- Deadline for expressions of interest - June 30, 2020, 11:59 p.m.
- Selected communities notified - July 31, 2020
- Pre-training and Training activities: August-October 2020

About the Training

This will be a highly interactive training in which participants will be expected to complete pre-course work and other activities and participate in all discussions and online training sessions. All activities will be designed to bring trainees further toward their goal of establishing and/or expanding a one-call and/or one-click service. All trainees will have the chance to be guided by the instructor as they develop plans for their OC/OC service, through discussions and activities. The online sessions will be recorded and made available to all selected communities.

- August-September 2020: At least one member from each community team will take part in an interview to help NCMM understand the community's needs.
- The training topics will be chosen based on what NCMM has learned through the community interviews.
- September-October 2020: The training will be entirely virtual, will be held collectively for all the communities at the same time, and will consist of approximately three 1.5-2-hour online sessions.
- In between virtual training sessions, communities will complete assignments that will help them process what they have learned in the context of their particular situation.
- Participant communities will be asked to participate in a post-training evaluation activity with NCMM's evaluator; this will most likely be a survey, but may also be a short phone interview.
- NCMM may schedule, and will encourage, post-training activities, such as periodic peer-to-peer calls or other activities, to help keep planned efforts on track.

Submitting Expressions of Interest

Communities are asked to submit their expressions of interest via the [online platform \[https://forms.gle/DeUyUf1xsBcf3FoV8\]](https://forms.gle/DeUyUf1xsBcf3FoV8) NCMM has set up for this purpose. They will be asked for the following information:

- Information about the lead organization
- Information about the community
- Indication that the applicant has reviewed the materials on the NCMM's [One-Call/One-Click Resource Center](#)
- The community's vision for an OC/OC system
- Specific feature of an OC/OC system the community is most interested in
- A statement describing what the organization expects to gain from the training
- A description of early perceived barriers to OC/OC systems in your community that you hope to address through what you learn in this training
- Listing of team members and a statement indicating all are committed to participating in the entire training

Selection of Communities

NCMM will look at the following factors in selecting participants for this training:

- Indication that the applicant has reviewed the materials on the [NCMM's One-Call/One-Click Resource Center](#)
- Clarity of vision for the community's OC/OC system
- Understanding of the organization's existing resources, potential directions, and potential limitations for an applicable OC/OC system approach
- Commitment by team members to take an active role in activities before, during, and after the training

NCMM will also endeavor to select teams that represent diverse geographic regions and partnerships (e.g., ADRC, 211, transportation provider).