***One Call, One Click Center January 17, 2013 Committee Meeting Notes:***

***Present:*** Cynthia Kloppel, Tompkins DSS; Dwight Mengel, Tompkins DSS; Patty Poist, TCAT; Ray Weaver, Way2Go; Anna Cook, IthacaCarshare; Ed Swayze, 2-1-1; Teri Reinemann , FLIC and Larry Roberts, FLIC.

***Notes:***

**We appear to have consensus of group to research goal of creating & funding a One Call, One Click Center for Tompkins County.**  ***Currently we have a One Call Center for transportation information provided by 2-1-1 and a One Click center for transportation options provided by Way2Go.  This is a 1st Generation One Call, One Click Center and the apparent goal is to create a 2nd Generation One Call, One Click center.  In a 2nd Generation One Call, One Click Center the difference is that you can schedule a ride reservation with multiple transportation operators in addition to getting transportation information on all transportation operators.***  (Learn more at : Tompkins County Coordinated Transportation Plan/The Plan/2013 Plan Update/One Call Committee/One Call, One Click Resources

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2429&z=101>

Tompkins DSS Mobility Program is a key program in providing transportation consultations including financial resource consultations & trip plan iteneraries in cases of need. This committee will met several times more with a goal of creating a more in depth description of the service desired & potential means of funding before presenting to collaborative agency boards and/or upper management to secure  buy-in for the project.

**Other agency call center support includes:**

TCAT with calls on TCAT trip planning; TCAT cared reconciliation & transactions; Route 41 DAR trip scheduling; and on Lost & Found. Take calls from 8 AM-5PM and continue taking calls 5-9 PM via Dispatch.  TCAT gets 30 calls from 9 PM- midnight a month.

DSS Mobility Program with calls for transportation information including financial resources & options plus trip plan creation as needed.

IthacaCarshare with calls that they answer or refer as needed, and take calls 24-7.

FLIC with calls on transportation that they answer or refer as needed.

**Important note on Way2Go:**  calls coming into the help line can be answered as Education Only or Consultation & not just an answer.  Ex.  Caller asking which bus route to take from downtown to the mall.  Response would be to direct caller to their TCAT Guide and not to give direct answer of Route 30.

**2-1-1 current capacity**:  can actually forward a call (which is also known as a warm transfer & will not have use of that phone line until the2nd conversation to the referral agency has been completed); can phone conference with client & agency to which is connecting caller (ex.  Direct connection of a 2-1-1 client to the Crisis Line); and have 4 phone lines.

***Short Term Development Question:***  How to make these resources(2-1-1 & Way2Go) more visible and more widely known to all?

***Proposal from Anna:***  Combine the call center staff of 2-1-1, TCAT and IthacaCarshare  to provide more potential for calls with training provided to new agencies for the broader transportation information services of 2-1-1.

If 2-1-1 would be the Center for further development to a 2nd Generation One Call, One Click Center they would need at least a total of 10 phone lines.

Could this new One Call, One Click Center function as a Guaranteed Ride Home Program and can also help to build the use of Zimride?

Prior to next meeting:  Cynthia will forward information on number of calls that 2-1-1 takes per month for evening & weekend  and Dwight will send out resources per One Call, One Click centers.

***Next meeting agenda:***

Review of all agencies roles in providing transportation information and the needs do we have to provide this service.

***One Call, One Click Center February 1, 2013 Committee Meeting Notes:***

Present: Cynthia Kloppel, Tompkins DSS; Dwight Mengel, Tompkins DSS; Patty Poist, TCAT; Ray Weaver, Way2Go; Anna Cook, IthacaCarshare; Ed Swayze, 2-1-1; and Larry Roberts, FLIC.

**Notes:**

The group began the work of listing agencies role & needs, identified 3 significant partners (Gadabout, Ithaca College & Cornell) to include in the agency resource overall evaluation, & identified further technological problems & solutions. Gadabout needs an assessment of overall technology in relation to volume, ie: upgraded computers to be able to access the One Call Center. Technical problems for 2-1-1 and IthacaCarshare working together are: given that calls are forwarded to Rochester after 5pm, the calls from Rochester to IthacaCarshare would need a separate line to be identified & answered as 2-1-1 ; resources would be needed to do warm transfers; & Ithaca Carshare staff would needs laptops & training on the 2-1-1 database.

Short term goals, mid & long term goals were identified to phase from the current mobility information & ride scheduling with improved information sharing to more robust services with slightly extended hours & long term goal of One Call, One Click available 24-7.

**Short Term goal:** Improve current referrals on transportation information & transportation operator referrals.

**Mid Term goal:** Increase the hours of the total transportation information providers with a collaborative use of 2-1-1 & IthacaCarshare staff & resources (phone lines) including possible other additional resources.

**Long Term goal:** Creation of a One Call, One Click Center within 3 -5 years.

Before the next meeting on 2/22, group partners will each assess the resources & needs of their agency using the CTAA’s One Call, One Click Tool Kit/Guide to Beginning One Call-One Click Transportation Services/Section IV and all agency information will be collected & entered into a comprehensive multi-agency Assessment by group facilitator Cynthia Kloppel.

***One Call, One Click Center March 8, 2013 Committee Meeting Notes:***

Present: Cynthia Kloppel, Tompkins DSS; Dwight Mengel, Tompkins DSS; Jonathan Maddison, Way2Go; Anna Cook, IthacaCarshare; Fran Spadafora Manzella, 2-1-1; and Larry Roberts, FLIC.

**Notes:**

Group informed of changes: TCAT has opted out of the Committee & Fran Spadafora Manzella is replacing Ed Swayzee on the Committee. Work done: reviewed Transportation Information Agencies Summary through Cell # 22(How many staff & # of hours staff respond to the Call Line).

Per 2-1-1 Call Volume, Fran notes volume is increasing due to: ongoing need of general population since 2008 Economic Recession; & taking calls for FISH. 2-1-1 is coming to the saturation point which is typically 5% of the public contacting 2-1-1; they are over 5%. States that there are still people who don’t know about 2-1-1; & they do market to students; professors & staff at all area colleges & the university.

**Gaps Identified per Transportation Information Agencies:**

• Missing local information on weekends and after 5:00 PM weekdays.

• Unmet Transportation needs not being collected by all agencies. Some records available per Mobility Program & Way2Go. Need to collect information per Categories of Unmet Need within all agencies.

• Ability to effectively serve Persons with Limited English proficiency. 2-1-1 is the strongest with use of the Language Line, & the Mobility Program could also access the Language Line. No support for limited English speakers at FLIC or at Way2Go. Some support at IthacaCarshare. Critical need for all programs receiving federal money to informed the public of the Title VI article. All vital forms, which include a Complaint Form, must be translated as specified by Title VI. Support: Dwight will email a 4 Factor document. Solution: amend each agency website with a Google translation button function.

• Tompkins Public Library has a Single access point of transportation information sharing with 2-1-1 brochures in front lobby. Library Director Susan Currie has interest in having a 2-1-1 staff present on site to support library patrons directly. Solutions: install kiosk with 4-5 digital transportation slides; advocate for & find means for non- library card holders to access library computers; & inform library security staff of 2-1-1 for general & transportation specific resources. Library contact: Susan Currie who has stated interest in providing computer access to non-library card holders.

**Gaps Identified per Transportation Operators:**

• Travel out of County.

• Commute trips within County outside of transit hours.

**Gaps Identified per Both Information Providers& Operators:**

• System wide customer service: How to get a person to speak with when you have a problem.

• Transportation information agencies, transportation operators & transportation support need to be more present in an integrated way.

**Other Key Points noted:**

• Continued need for paper marketing strategies to continue to access to rural, low income population.

**Next Steps: To Be Done Before Next Meeting**

Committee members will review both the Transportation Information Agencies Summary & the Transportation Operators Summary.

Committee members will send email 3 days before next meeting, or before, to Cynthia of all gaps & solutions per Transportation Information Agencies Summary (line #22 to end of summary) & Transportation Operators Summary.