

“It is so easy. I just pick up the phone and the person on the other end of the phone has lots of information about how I can get where I want to go.”

TriMet Rider
Portland, OR

United We Ride

One Vision. One Call.

Unity in transportation is what United We Ride is all about.

Toward this end, United We Ride is a catalyst for change. Within the Federal Government, United We Ride serves as an interagency initiative working to promote the goal of coordinated human service transportation. United We Ride works as partners to promote coordination with organizations across all levels of government and the private and non-profit sectors. One focus is to carry out an action plan that includes taking steps, such as reducing duplicate laws and programs affecting human service transportation.

Organizations receiving money to provide human service transportation plans from various federal agencies, are required to explain how that organization is going to make the goal of transportation unity a reality.

Working with a range of partners, including government agencies, nonprofit organizations, and industry representatives, United We Ride is actively exploring new technologies that promise to make coordination easier and cost effective.

Collaborating with many of these same partners, United We Ride is engaged in a variety of educational activities. A few examples include producing materials on how to make transportation coordination happen, sponsoring and supporting participation in workshops, and investing in technical assistance initiatives.

For more information on how to make the goal of transportation unity a reality, please call our toll-free number **1-866-846-6400** or explore our website www.transit.dot.gov/ccam.

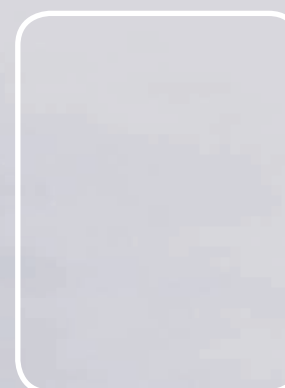


“Our transportation passes work on vans, buses, and taxicabs. They allow us to travel pretty much anywhere in the county.”

Medicaid Recipient
Broward County, FL



One Vision ¹ One Call
Coordinating Human Service Transportation



It should be easy for all Americans to arrange for a ride

As easy as making One Call

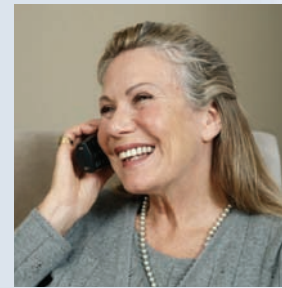
When someone needs a ride, it should be easy for them to get one.

As easy as picking up the phone.

As easy as making one call.

One Call. This is the vision of United We Ride.

The goal is to make life easier for riders by helping those who schedule rides to build a more streamlined, unified transportation system.

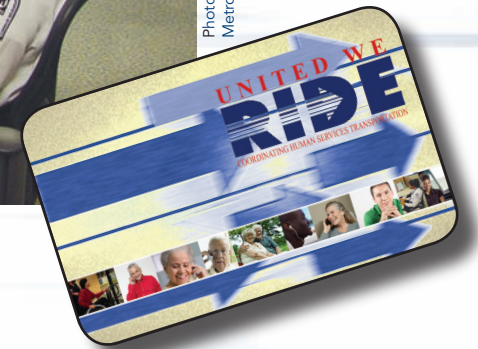


The strength of the One Call vision is that it simplifies the conversation about how to better coordinate human service transportation. One Call shifts our focus on the service benefits to the riders. It sets a benchmark on the horizon and gives everybody a clear goal.

Everyone moving in the same direction toward the same goal is key.



Photo courtesy of Los Angeles County Metropolitan Transportation Authority



One Call

Only having to dial one number makes life easier for the rider. Behind the scenes, it means lots of coordination for those scheduling the ride.

At least at the beginning.

Putting riders first means building a more unified transportation service. It means organizations, such as human service agencies and transit authorities, understanding differences and finding common ground.

One concept of the One Call vision is the creation of a wallet-sized card with one phone number to call for a ride. No matter where a rider goes, the process to arrange for a ride would be the same. The card might also display route information or be a pre-paid "smart card."

Offering riders one number to call and ride cards means doing more to unify transportation services in your community.

There are three basic ways to do this. Variations of these models depend on local circumstances.

One is for a human service agency to lead the coordination work, such as overseeing vehicle operations and maintenance.

Another is to hire an outside "Transportation Broker" to coordinate the effort.

A third approach is for a public agency, such as a transit authority, to take the lead.

“All I know is that I make one call for a ride. I don't see it, but I know a lot of people and organizations are working together to make it simple for me.”
ACCESS Rider
Pittsburgh, PA

