

One-Call/One-Click Find a Ride

*Central Puget Sound's
Multimodal Trip Planner and Referral System*



King County
MOBILITYCOALITION

hopelink

SKCMC May 2023

Led with Inclusive Planning

- *Transit Planning 4 All* Grant (2018-2020)
- Evaluated “how do older adults, people with disabilities, and caregivers find and secure transportation?”



Learn more at <https://www.kcmobility.org/kcmc-inclusive-planning-grant>

Governance Structure

Mobility for All

Hopelink

King County
Mobility Coalition

Advisory
Committee

Technical
Advisors

Ad Hoc
Community

King County Mobility Coalition

The King County Mobility Coalition (KCMC) is a **cross-sector group** that brings together individuals and organizations to **improve mobility for all**.

The KCMC...

- identifies gaps, barriers, and new opportunities
- strategizes on solutions
- prioritizes needs for project planning



King County Mobility Coalition



- We need diverse voices at our table from every sector.
- Our work is needs-based, so we value every connection to community.
- We welcome you to learn, share, and collaborate with us at whatever capacity you can.

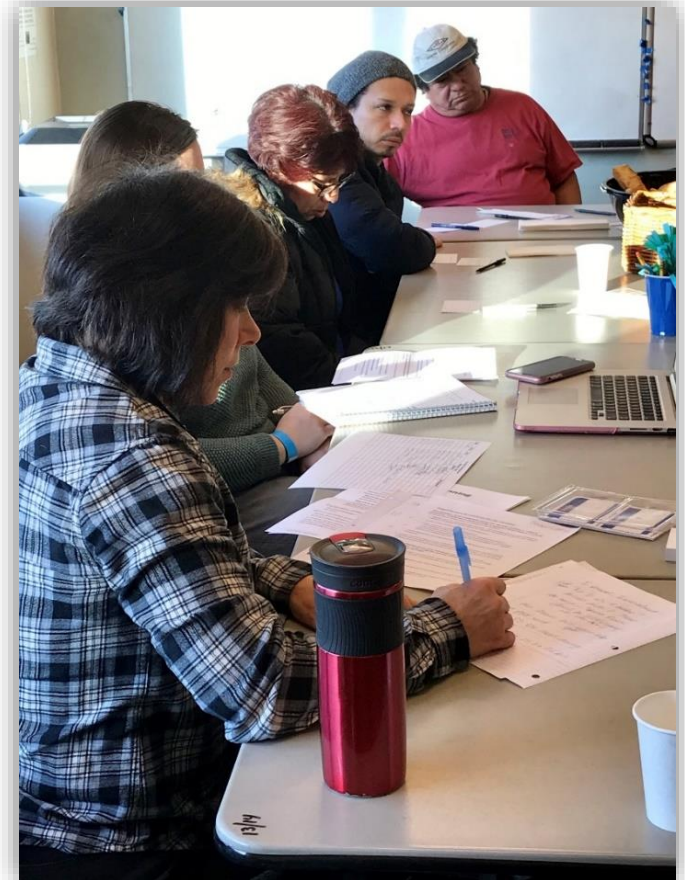
Contact:

Bree Boyce, Senior Manager of Coalitions

bboyce@hopelink.org; 425-943-6751

Solution: Central Puget Sound's One-Call/One-Click

- Inclusive planning; focused on the user.
- Regional focus - King County led, with Snohomish and Pierce partners.
- Unique user cases such as emergency management and healthcare.
- Phase 1 funds by Washington State Department of Transportation's Consolidated Grant.
 - Match support from Hopelink, King County Metro, Sound Transit, and Aging and Disability Services.



Specialized Transportation Life Cycle

Discover

“What exists for people in my overall group(s)?”

Review Options

“Among the existing options, which options will work for my situation?”

Apply or Register

“What do I need to do to establish eligibility for the service?”

Sign In

“How do I connect to the service as a registered user?”

Request or Book Service

“What do I need to do to use the service?”

Service Provision

The actual transportation services and immediate lead-up

Full Path LLC



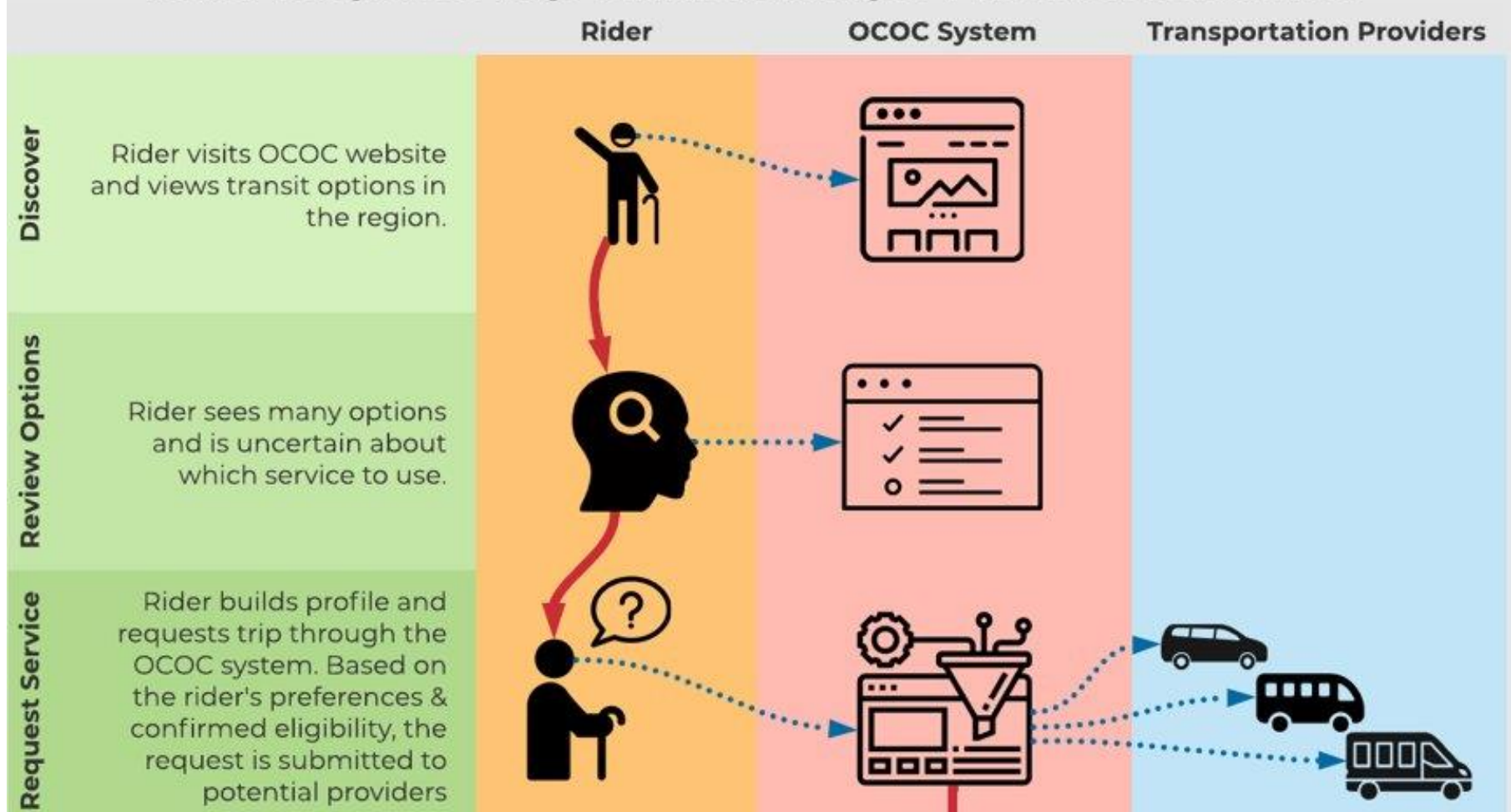
One-Call/One-Click Find a Ride Roadmap

1. Service Discovery & Trip Planning
2. Rider Profiles
3. Intake, Eligibility Determination, & Enrollment Verification
4. Integration with AccessMap
5. Trip Brokering
6. Payment and Billing

More information is available at: <https://www.kcmobility.org/ococ>



Rider Requests Trip Online, Multiple Providers Available








The latest and greatest


- Branded Name: Find a Ride
- Eligibility Filters and tagging
- Functionality & Accessibility Testing
- User Testing
 - Older Adults & People with Disabilities
 - Assistors, Caregivers
 - Transportation Providers
 - In-Language User Testing
 - Beta Testing with Other Communities




Trip Search

  **Plan a Trip**  **ENGLISH** 

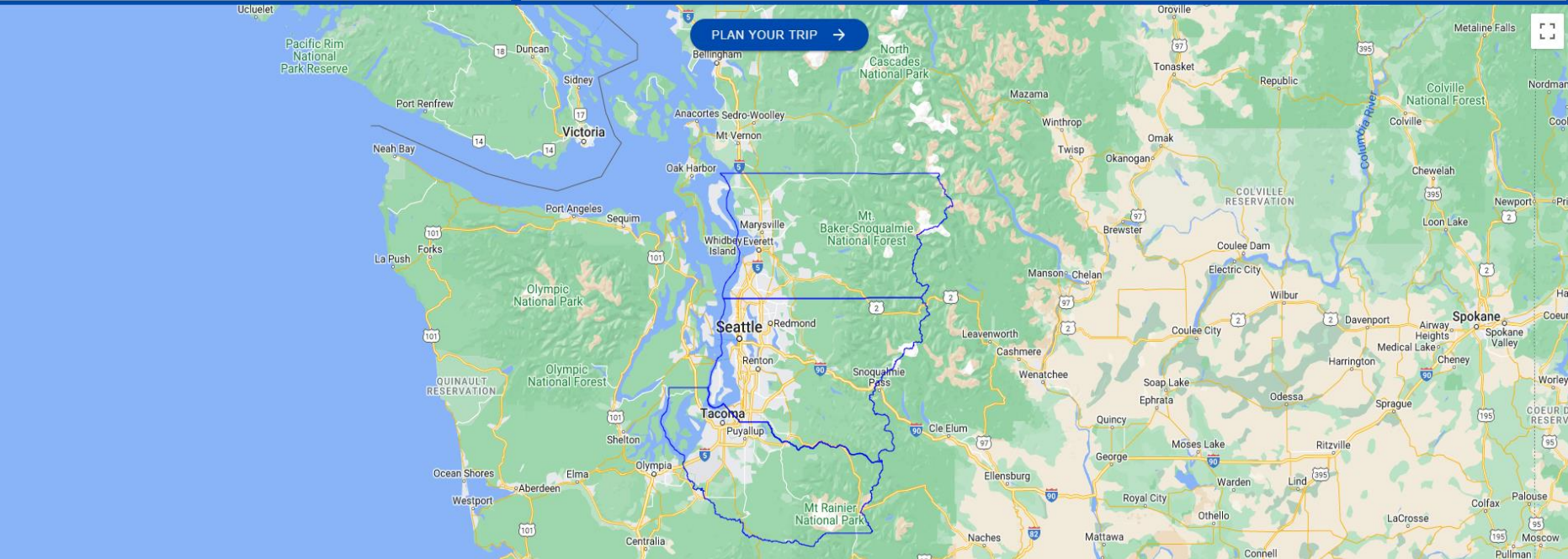
Q Your Location: 

Q Your Destination: 

Depart at 

Jan 18, 2023



10:33 AM







Rider Profile







Customize Your Travel Profile

 ENGLISH 

FIND MATCHING TRAVEL OPTIONS

☐ Don't Show this Screen Again 

For Specialized Services, Indicate Your Personal Characteristics to Check Eligibility 

☐

I have a disability.

☐

I have Medicaid/Apple Health.

☐


I have limited/low income.

☐

I am a veteran.


☐

I am ADA paratransit eligible.

For Specialized Services, Indicate Your Age to Check Eligibility 

Age

65

For Specialized Services, Indicate Any Mobility Accommodations that You Require 

☐

I need room for a folding wheelchair.

☐

I need room for a motorized wheelchair.

☐

I need assistance from the driver.

☐

I need delivery to the curb in front of my home.

ENGLISH

Transportation Options for Your

14710 112th Ave NE, Kirkland, WA 98034

10201 E Riverside Dr, Bothell, WA 98011

Depart at

▼

6/5/2023

08 : 59 AM ▼

REPLAN YOUR TRIP

CUSTOMIZE YOUR TRAVEL PROFILE

Sort by: Specialized Options First ▼

Northshore Senior Center

Dial-A-Ride Service




Call to schedule

9 min Specialized Transportation (estimated)



SHOW DETAILS

King County Metro
King County Metro

Trip Results & Directions



ENGLISH

Directions

Step by StepMap

Your trip on Jun 5, 2023

8:55 AM



1000 4th Ave, Seattle, WA 98104 WALK



HEAD WEST on way 491467430 from 1 for 170 ft

RIGHT on sidewalk for 160 ft

RIGHT on 4th Avenue Cycletrack for 370 ft

LEFT on path for 80 ft

8:59 AM





Seneca St & 4th Ave BUS [CONTACT INFO](#)

BOARD King County Metro Route 13 and ride it 5 stops

GET OFF at stop: Denny Way & 2nd Ave N

9:08 AM




Denny Way & 2nd Ave N WALK

HEAD WEST on sidewalk for 510 ft

RIGHT on path for 710 ft

9:14 AM



305 Harrison St, Seattle, WA 98109

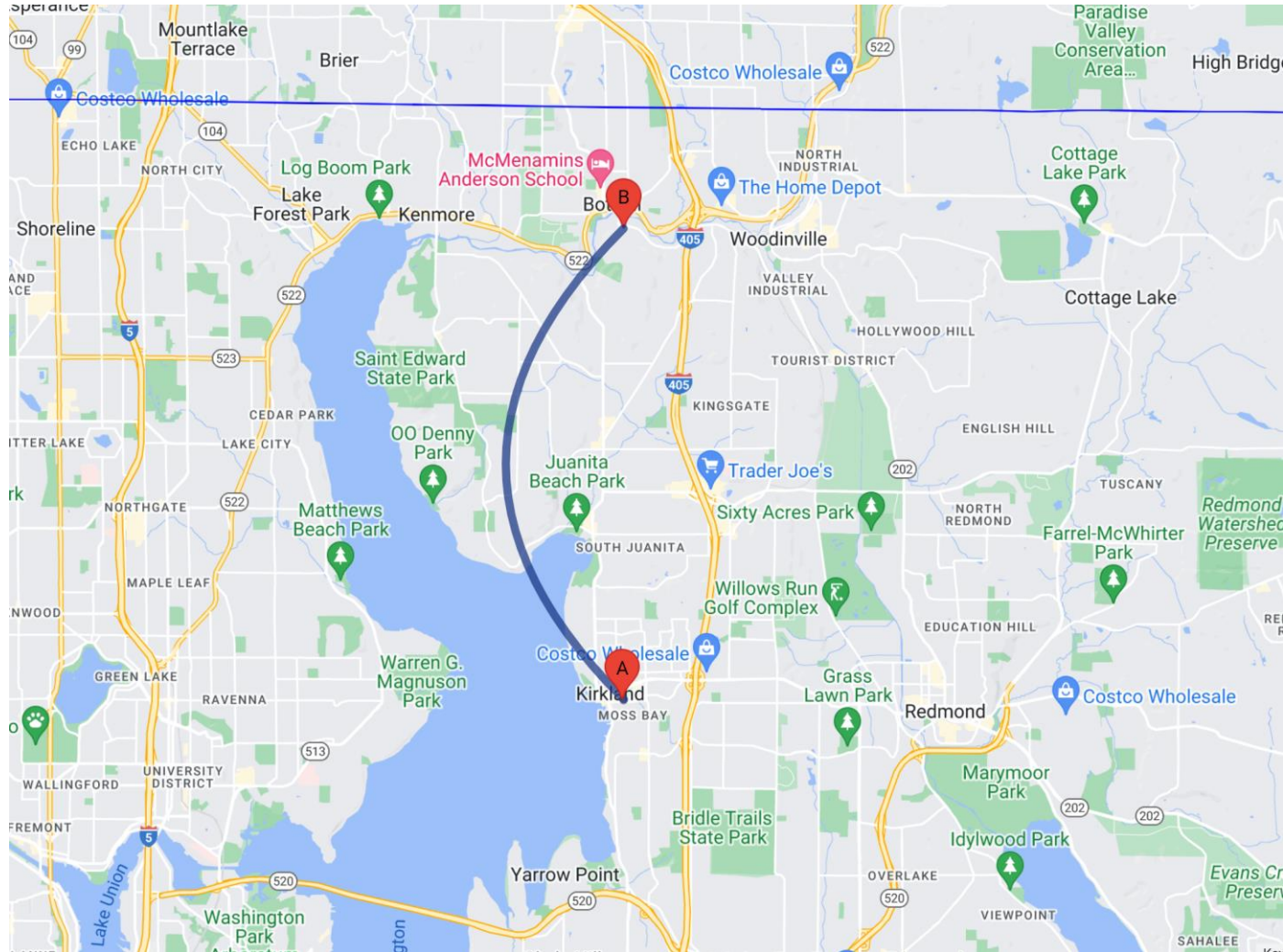
Language Accessibility

Preferred Language

Click OK to confirm language selection.

English	<input type="radio"/>
Español	<input checked="" type="radio"/>
中国人	<input type="radio"/>
한국인	<input type="radio"/>
Tiếng Việt	<input type="radio"/>
Tagalog	<input type="radio"/>
Soomaali	<input type="radio"/>
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Tigrinya	<input type="radio"/>
Русский	<input type="radio"/>
українська	<input type="radio"/>

Map View: Door to Door



Transportation Services List

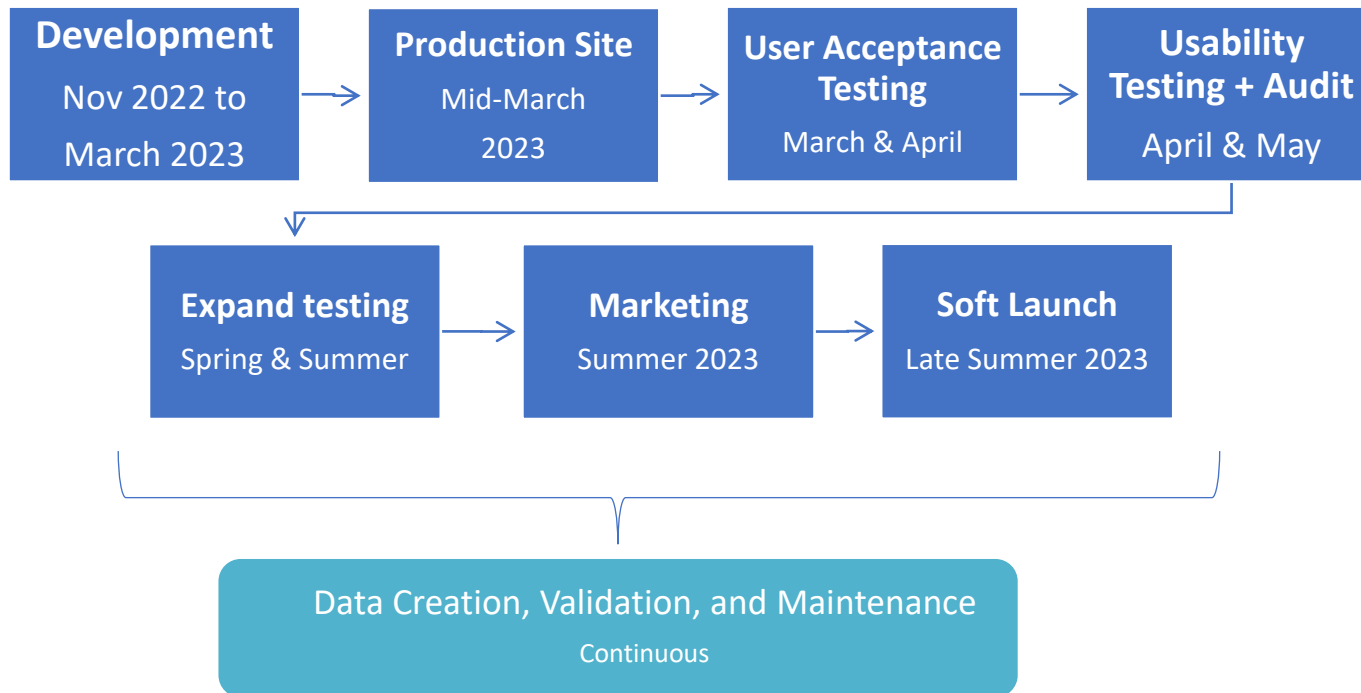
Done & In Progress



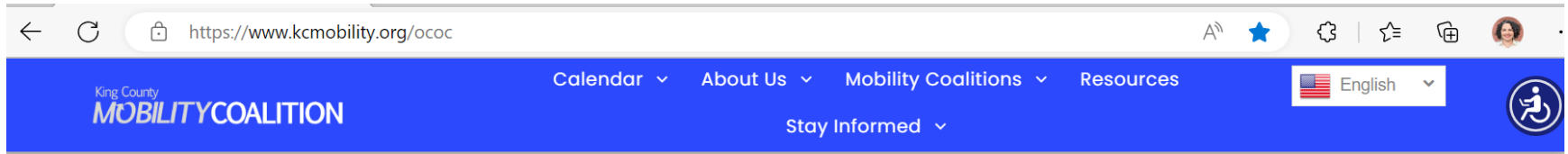
Current Process & Timeline

- ✓ Phase 1a User Testing
- ✓ One-Call/One-Click Advisory Committee
- ✓ Internal user testing with Hopelink team, March 2023
- ✓ Software vendor finalization, May 2023
- ✓ User Testing broadens, Spring & Summer 2023
- ✓ Community engagement & partner marketing Fall 2023
- ✓ Beta testing with you!

Current Phase Timeline



Learn more!



The One-Call/One-Click Approach to Specialized Transportation

The current transportation system places a burden on community members to find their ride on their own. This becomes especially tricky for anyone who wants to use specialized transportation services like volunteer programs or neighborhood shuttles. As part of that burden, the community member must know and understand all the complexities in the service network. They must become experts in different programs' eligibility criteria, scheduling practices, service areas, and other details.

A One-Call/One-Click System **seeks to connect community members** to the transportation services that meet their needs through a **centralized trip planning** and **ride requesting** service that is just one call or one click away!

Hopelink Mobility Management and the King County Mobility Coalition have received funding for Phase One of creating a One-Call/One-Click system for the Puget Sound Region! Read our [Find a Ride Roadmap](#) and [business plan](#) to learn more!

Phase 1 Key Project Milestones

1. Inclusive Planning / Community Engagement (2018 -2021)
2. Software Request for Proposal (2022)
3. Software Development (2022-2023) detailed in timeline below

In the News!

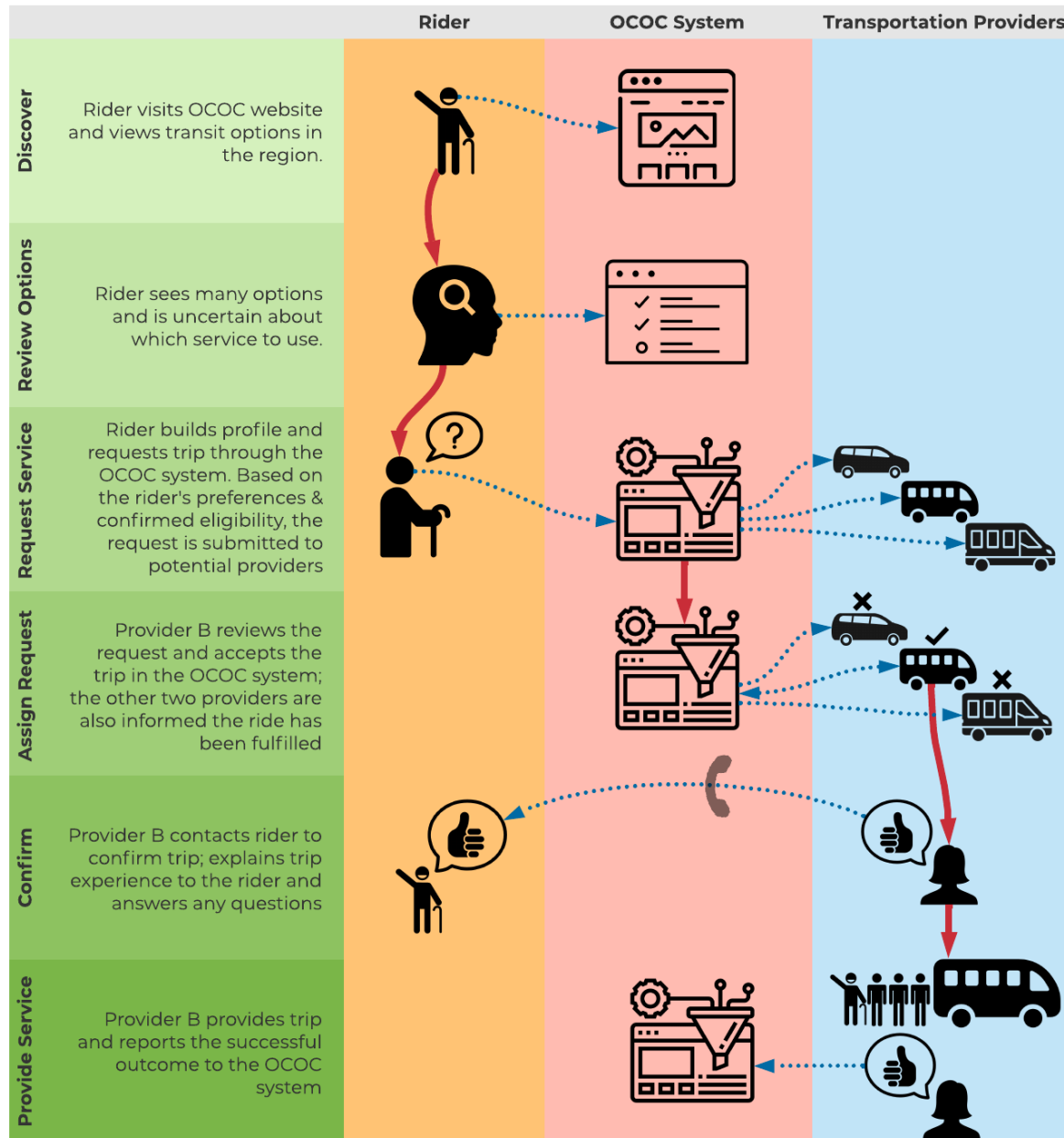
The Central Puget Sound One-Call/One-Click project represents tremendous progress for both the specialized transportation and transit technology sectors. Read more about the impact our work is



Ride Referral Coordination Success

Example 1:

Rider Requests Trip Online, Multiple Providers Available



User Testing Recruitment

Laura Loe
(she/her)
Program Manager,
Find a Ride
LLoe@hopelink.org
(425) 941-6791



King County Mobility Coalition



We need you!

To learn about joining KCMC, please contact:
Bree Boyce, Senior Manager of Coalitions

bboyce@hopelink.org; 425-943-6751

Thank you!

Find a Ride Contact Information

Laura Loe

Program Manager, Find a Ride

LLoe@hopelink.org

(425) 941-6791

www.kcmobility.org

Staci Sahoo

Director, Mobility Management

SSahoo@hopelink.org

(425) 625-6856

www.kcmobility.org