One-Call/One-Click
Find a Ride

Central Puget Sound’s
Multimodal Trip Planner and Referral System
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
Advisory Committee

King County Mobility Coalition
Technical Advisors

Ad Hoc Community

Mobility for All
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

**Discover**
Rider visits OCOC website and views transit options in the region.

**Review Options**
Rider sees many options and is uncertain about which service to use.

**Request Service**
Rider builds profile and requests trip through the OCOC system. Based on the rider's preferences & confirmed eligibility, the request is submitted to potential providers.
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

<table>
<thead>
<tr>
<th>Your Location:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Destination:</td>
<td></td>
</tr>
</tbody>
</table>

**Depart at** | **Jan 18, 2023** | **10:33 AM**

[Map of Washington state with highlighted route from Seattle to Spokane]

**Plan Your Trip**
Rider Profile

Customize Your Travel Profile

- 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.
Trip Discovery

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

Mobility for All
Trip Results & Directions

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 WALK
- 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
Click OK to confirm language selection.

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| 한국인      |  
| Tiếng Việt |  
| Tagalog    |  
| Soomaali   |  
| ከማriteln |  
| Tigrinya   |  
| Русский    |  
| українська |  

Language Accessibility
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

**Development**
- Nov 2022 to March 2023

**Production Site**
- Mid-March 2023

**User Acceptance Testing**
- March & April

**Usability Testing + Audit**
- April & May

**Expand testing**
- Spring & Summer

**Marketing**
- Summer 2023

**Soft Launch**
- Late Summer 2023

**Data Creation, Validation, and Maintenance**
- Continuous

Updated 6/5/2023
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!

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**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

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**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

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<td>Assign Request</td>
<td>Provider B reviews the request and accepts the trip in the OCOC system; the other two providers are also informed the ride has been fulfilled.</td>
</tr>
<tr>
<td>Confirm</td>
<td>Provider B contacts rider to confirm trip; explains trip experience to the rider and answers any questions.</td>
</tr>
<tr>
<td>Provide Service</td>
<td>Provider B provides trip and reports the successful outcome to the OCOC system.</td>
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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

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