Find a Ride Advisory Committee



November 9th, 2026

Gratitude

We welcome and value all communities. We value, respect, and honor the identity and experience of all members.

We encourage everyone to participate, regardless of ability. We are committed to listening, learning, and improving in this process.

We acknowledge that the work we do takes place on the traditional land of the Coast Salish peoples, as the first people of our region. We honor with gratitude the land itself & past, present, & future of these tribes.

Agenda

1:00 PM – 1:10 PM	Welcome, Overview, & Introductions
1:10 PM – 1:25 PM	Coordinated by Design Summit Recap
1:25 PM – 1:50 PM	Discussion - How to Move Forward
1:50 PM – 2:20 PM	Phase 2 Draft Architecture Final Updates
2:20 PM – 2:30 PM	Discussion & Close

Introductions

Please raise your hand to introduce yourself or share in the chat:

- Name
- Pronouns
- Organization/Affiliation
- Title
- Email

Find a Ride Phase 2

The Find a Ride program is expanding its existing transportation resource navigation platform to also include a centralized eligibility determination and application platform.

Users will enter their information into Find a Ride once and be able to:

- See their eligibility for services in their area
- Apply to the services that will work for them
- Get connected with providers and resources
- Plan a trip using services they know they are eligible for and able to use

The goals of this system are to:

- Reduce the administrative burden for riders searching for services
- Reduce the capacity needed for providers to process applications
- **Serve as a small-scale example of regional interoperability**

Coordinated by Design: A Regional Summit on Data Security, Privacy, and Interoperability

Recap

Coordinated by Design Event Highlights

When: October 9th, 2026, 8:30am to 3:30pm

Purpose: Bring together stakeholders from across the Central Puget Sound region to discuss how to better serve residents in our region through more secure and interoperable systems.

Format: Consultants from Yellowwood Associates and Community Roots LLC lead us through the You Get What You Measure process to identify key indicators of progress towards our goals

Attendance: More than 50 attendees from over 20 organizations joined the Coordinated by Design Summit



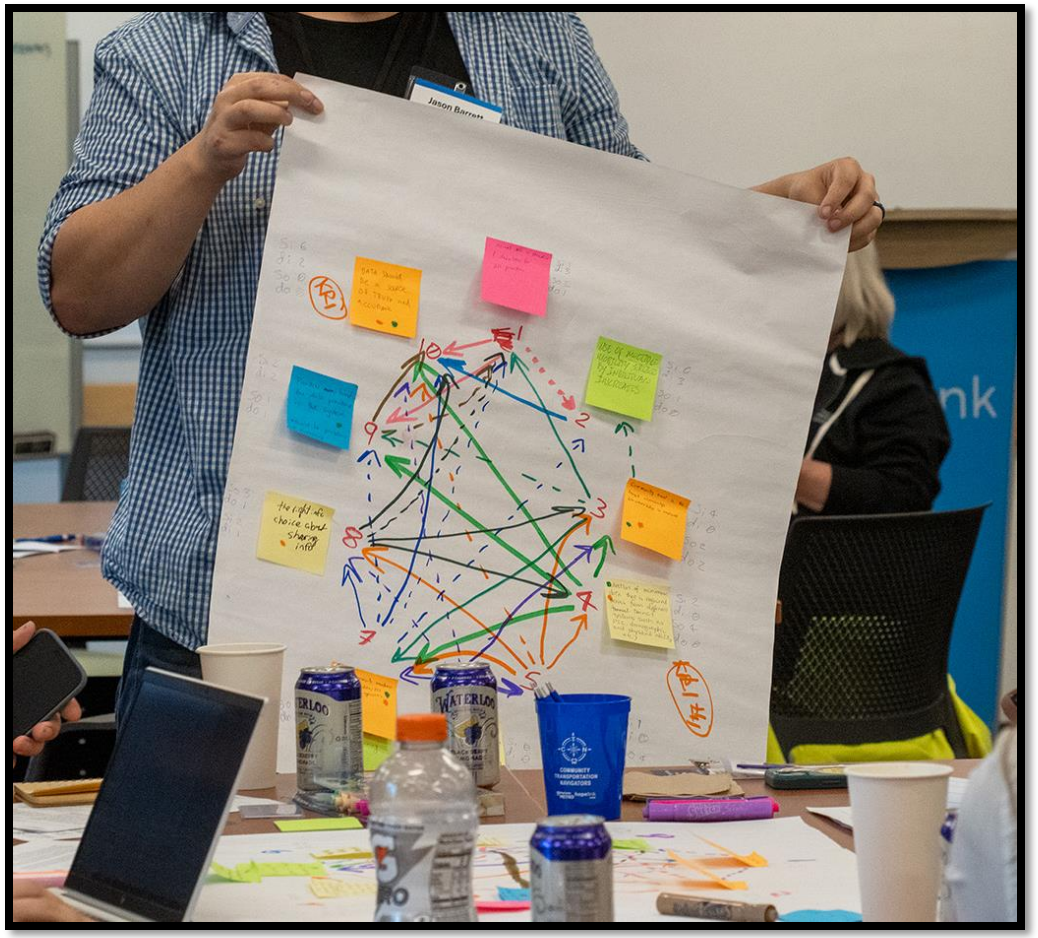
Coordinated by Design Event Summary

The You Get What You Measure format of this summit is meant to bring diverse groups of partners to agreement on how to move forward towards shared goals.

The Find a Ride team brought four **shared goals** to the summit for participants to discuss.

Participants came up with indicators of progress towards these goals and decided collaboratively which indicators would be most important for achieving these goals. These were our **Key Leverage Indicators**.

Through the process of identifying Key Leverage Indicators, participants were also able to identify **Key Results Indicators,** which are the most useful indicators to measure progress



Coordinated by Design – Goals and Indicators

Goal #1: Every community member's information moves as seamlessly and safely as they do, giving them mobility choices at any stage of life without compromising their privacy or control over their own data.

Key Leverage Indicators:	Key Results Indicators:
• Partners agree on a **minimum data set** that is required across systems. • Agencies and providers dedicate resources to building trust with community members who share their data. • Standard **information exchange and data sharing agreements** are established.	• **People don't have to duplicate effort in verifying eligibility** • **Community members have better mobility through increased use of a variety of services.** • **Community members understand all the services they're eligible for after signing up or submitting eligibility.**

Coordinated by Design – Goals and Indicators

Goal #2: We in Transit are attuned to how data practices shape the experience of accessing mobility, across the entire spectrum of travelers – who is protected, who is burdened, and who is left out.

Key Leverage Indicators:	Key Results Indicators:
• Consensus among agencies about the best path forward. • **We know what data people are comfortable sharing with these systems, and what data we need to collect from them**. • Visual and accessibly designed tools are available to travelers. • Data practices are responsive to requests from the spectrum of travelers.	• Increased number or percentage of transit agencies/staff who understand underserved (burdened) communities' experience • Community surveys on ease of discovery of mobility options, including input and feedback from diverse and varied system users

Coordinated by Design – Goals and Indicators

Goal #3: Open standards and interoperable systems are the norm across the region, saving partners time and money and expanding their options when they choose vendors.

Key Leverage Indicators:	Key Results Indicators:
• A regional API Inventory is maintained, starting with **a data inventory of mainline information for comparison and consolidation.** • There is consensus that interoperability is the north star and a necessity. • Interoperable data standards are formalized in agency procurements. • Accessibility is foundational to the system • **Resource aggregators and comparators are present.**	• Vendors are rewarded for supporting standards well. • Standards are adopted by transportation agencies, and vendors build the standard into their platforms. • **Partners have more time to dedicate to improving service quality.** • Program productivity increases.

Coordinated by Design – Goals and Indicators

Goal #4: The regional transit community shares a common language and trusted infrastructure for data with adjacent fields — healthcare, social services, and information and referral.

Key Leverage Indicators:	Key Results Indicators:
• A compliance system is maintained. • Up-to-date information is always available across the board. • **Service providers and agencies are brought to the table on a regular basis.**	• Unified marketing and communication efforts shared • **More people in our communities access the programs and services they qualify for, through systems linked by APIs with the organizations they trust.**

Discussion – Security and Interoperability

Discussions at the summit centered on shared standards, sustained collaboration and accountability, and fostering trust both within the system and with the public. Consensus on these topics will be essential to the Find a Ride program's success.

Questions:

- How can we get buy-in from agencies to engage in shared standards and common agreements?
- How can we build trust between organizations to share and accept data?
- How can we ensure that client data is protected, both when it is collected and when it is shared? How can we most effectively communicate these processes to clients?
- Who is missing from this conversation that needs to be at the table? How can we most effectively engage them?
- What other hard questions have we not yet addressed?

Final Updates on the Find a Ride Phase 2 Architectural Document

Kevin Chambers, Full Path Transit Technologies



Phase 2 Draft Architecture: What's it for?

The architecture's goal:

- To provide a venue to collect stakeholder feedback on how the system should work and what it should be included at a semi-technical technical level
- To serve as a proposed approach for how a vendor could meet Hopelink's requirements.



Requirements

System requirements, at a high level:

- **Secure** — trusted by both riders and agencies
- **Easy to use** — for riders, assistors, agency staff, and Hopelink
- **Open, modular design** — replicable by other communities

Overview Diagram

FOR RIDERS & ASSISTORS

Application

See which services you may qualify for and apply once, from any phone or computer.

Dashboard

Track applications, choose which agencies can see your information, and see who looked.

THE CORE

Gatekeeper

Checks who is signing in and the rider's permission on every request. Every access logged.

Secure locker

The only place personal details are stored, encrypted. Proof documents are deleted after review.

FOR AGENCIES

Case tracking

Staff follow each application and record their decision. Holds no personal details.

Document check

Authorized staff review proof documents and record the result. The document is then deleted.



Not an exact prescription

Vendors may propose any system that accomplishes the same or similar functionality as the draft architecture.

Final Thoughts & Roundtable Updates

Thank you!

- **Next Meeting:**
  Monday, October 12th, 2026
  1 PM – 2:45 PM

- **Questions? Reach out to Grace Georgitsis at ggeorgitsis@hopelink.org or 425-625-6836**

