Find a Ride Advisory Committee Meeting Notes

Date: November 9th, 2026
https://us02web.zoom.us/j/84536393669?pwd=wjPgHaiuWqzlzS80djXOfanp8eCYQ0.1

Participants: Melissa Johnson (Snow Goose Transit), Dorene Cornwell (WA Council of the Blind Advocacy Committee), Justin Deno (Sound Transit) Mari Wirta (Sound Transit) Trish Rasmussen (Connect with VOA Western Washington), Jenny Hayslip (Everett Transit), Kimberly German (VOA Western Washington), Jean Kim (Puget Sound Regional Council), Phirun Lach (Sound Generations), Erin Hudnell (Sound Generations)
Blake Matthews (Seattle Aging and Disability Services), Gazel Tan (Community Advocate), Todd Holloway (WA CIEP and WA DOH HJCAC), Antoinette Smith (MSW KCMC and City of Kirkland), Lloyd White (Homage Senior Services TAP Transportation), Mike Rimoin (King County Metro), Dorian Taylor (Pierce Transit) Jon Morrison Winters (Seattle IT); Kevin Chambers (Full Path Transit Technology), Matt Hertzog (Center for Independence), Christopher Tritt (City of Bellevue), Benjamin Atwell (Crisis Connections WA211 Supervisor), Jami Currie (Homage Senior Services TAP Transportation), Lilya Shitkel (SDOT), Karia Wong (CISC), Brock Howell (Snotrac), Marcy Jaffe (RTAP), Kurt Ahrensfeld (Kirkland Senior Council), Holly Quimby (WA HCA), Thomas Craig (WSDOT), Daeveene May (Pierce County Human Services)

Staff Support: Grace Georgitsis (facilitator), Find a Ride Program Supervisor; Dyn Sydnor, Find a Ride Program Manager; Ari McKenna (notetaker), Mobility RARET Program Supervisor; Ysabel Yu (she/her) Hopelink North King County Mobility Coordinator; Mackenzie Kneeland - Hopelink Program Manager for Community Van; Randall Hoxie He/him Hopelink, South King County Mobility Coordinator; Lyn McCarthy - Program Supervisor, King County Mobility Coalition; Stephanie Fahey-Miller (She/her), Hopelink - Community Van Team, Volunteer Coordinator; Staci Sahoo (she/her) - Hopelink Mobility, Director;

Welcome, Introductions, and Announcements

Grace Georgitsis begins the meeting by introducing herself as the Find a Ride Program Supervisor, reviewing the meeting agenda, and inviting others to introduce themselves.

Dean Sydnor introduces himself as the Find a Ride Program Manager and thanks everyone for joining the meeting.

Jon Morrison Winters introduces himself as the Broadband Program Manager on the City of Seattle IT Digital Equity Program. He shares that he has been involved with the Find a Ride program for over a decade and is excited to get reconnected.
Yeah, we'll see if I can get this figured out here. Oh, hopefully I went on camera. Hi everybody.

Find a Ride Phase 2 Review

Grace Georgitsis

- We are currently in the second phase of our work, which will expand the program to allow users to check what services they qualify for and fill out a single application that is sent to several programs for review.
- We are creating this system to make the process of finding and applying for transportation services easier for users, and to reduce the administrative burden of reviewing applications for providers. We are also creating this system because it is a step towards our goal of creating a true One-Call/One-Click system.
- For more information, please refer to the Phase 2 Readiness Report. To see what resources are available on Find a Ride now you can go to FindARide.org.

Coordinated by Design Summit Recap

Grace Georgitsis

The Find a Ride team hosted Coordinated by Design: A Regional Summit on Data Privacy, Security, and Interoperability on October 9th. This was an all-day event which brought together stakeholders from across the Central Puget Sound region to discuss how we can better serve travelers in the region through more secure and interoperable systems. About 50 attendees from 20 unique organizations joined for the summit.

The summit used a You Get What You Measure format, where attendees work together to identify ways to make progress towards a predetermined set of shared goals. Through this process, we were able to identify what attendees felt were the most important things to focus on to address the following predetermined goals:

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

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.

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.

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.

For more information on the summit and a list of identified indicators, see the Summit Summary document.

Discussion

Grace Georgitsis

Grace: We found in our analysis that discussions from the summit focused on shared standards, sustained collaboration and accountability, and fostering trust both within the system and with the public. We wanted to continue these discussions here with the advisory committee.

Mellissa Johnson from Snow Goose Transit asked about a point on one of the slides about collecting a minimum data set. She points out that rural transportation providers often need to report demographics information to funders. She asks what specific data points Find a Ride is looking to limit.

Staci Sahoo responds that we are looking at all of the information being collected and trying to bring the broader transportation community to an agreement on what really needs to be asked. She gives the example of immigration status, which is sensitive data that transportation providers and their funders might not really need. She reaffirms that we will definitely collect information related to eligibility for service, but want to put more thought into which demographics questions need to be asked.

Melissa asks if it's possible for Find a Ride to collect more data than what its sharing with the providers.

Staci responds that we might need to collect more information for another program for a different organization.

Melissa says she was curious if once Find a Ride has determined that a rider is eligible the provider would be able to follow up to ask for more specialized data.
Staci responds that while we do want to meet the partner where they're at and allow them to maintain the relationship with the rider, we also want to support the intake process as much as possible. She also acknowledged that some services, such as ADA Paratransit or Non-Emergency Medical Transportation, have steps to determine eligibility that we won't be able to take on in the Find a Ride program, such as in-person assessments.

Karen Hartman from the Kirkland Senior Council says her understanding of Phase 2 was

to consolidate as much as possible so the provider didn't have to ask any additional questions of the rider.

Grace confirms that this is the core of what we want to do with Phase 2, and the ultimate goal is to make the application and intake process simpler for both riders and providers. She also points out that many providers have steps between a rider's application being accepted and them getting their first ride that is more like 'orientation' steps, and we want to keep those in the hands of the provider to allow them to hold that relationship with the rider.

Karen asks as a follow up: what if Find a Ride tells someone they are able to use a provider, but once the person follows up with the provider themselves they are told they actually can't get a ride?

Grace responds that we will work with each provider on who makes the final decision of whether a rider is eligible, and will try to communicate that decision as clearly as possible to the rider.

Staci brings up that there might be a use case of someone who is eligible for a service, but the service does not have the capacity to take on a new rider so maybe they are waitlisted. She says it is important to set expectations because many providers providing excellent services just can't make every trip happen.

Karia Wong from CISC says that it will be important to strategically build partnerships with a small group of key stakeholders. From there, we can gradually expand our partnerships with other agencies at a steady and manageable pace. The goal is to demonstrate the value and benefit of the platform through early successes. Once other agencies can see how the platform works and the impact it can create, a show and tell approach can be very effective. A be a very effective way to build interest and encourage broader participation

Grace responds that our plans for growing the program mirror Karia's idea almost exactly. Find a Ride is currently working with a group of a handful of providers who will take part in the Phase 2 pilot, and once that pilot is up and running, will slowly expand to include more providers until hopefully almost every service in the region is included.

Melissa comments in the chat: I'm thinking from the perspective of provider that also needs to know the demographic of demographic of ridership for a large variety of funders. Grants are often based on a percentage of riders who are one specific demographic, for example, seniors, low-income youth, etc. The best time for an agency to gather information is upon intake.

Grace responds that Find a Ride has been looking into this with the help of our Intake Taskforce. One thing we have found is that many providers work with the same or similar funders, and therefore ask many of the same questions during intake. If we are able to ask

these questions in our Find a Ride application, it would safe the providers the time to collect this information and would save users the time used to report this information to several providers.

Dean asks if anyone has thoughts on next steps for building trust between organizations to help share and accept data and ensuring how to best protect client data at collection.

Dorene asks abour the potential for users or providers to opt-in to data sharing.

Grace responds that this is something we are exploring, and that in an interoperable system one organization would be able to accept a validation made by another organization, but in order to this there would need to be trust between these organizations.

Staci asks for thoughts on when we need to pause and and make sure we have consent. She also points out that we want for this program to be useful to assistors, and therefore will need a way to confirm that they have consent from the client they are representing.

Karen asks if there is a way to confirm that an assistor is really helping the client they claim to be helping and to have the client confirm that.

Grace notes that there are already many programs out there who do similar things, and Find a Ride will be looking to them for guidance and best practices.

Draft System Architecture

Kevin Chambers

- The draft system architecture, as outlined in the Phase 2 Draft Archutectural Document Kevin created, is meant to conceptualize how the data sharing would actually work in practice and what technical mechanisms could make it happen. It is meant to be suggestive rather than prescriptive.

- We have shared this document with our technical advisors and other experts in the field to leave comments and suggestions on what's missing and how it could be improved.

- The high-level system requirements are that its secure, easy to use, and has an open, modular design.
    - The open, modular design would allow for this work to be replicated elsewhere

Dorene asks in the chat if its reasonable to describe APIs as lego blocks and **Thomas Craig** responds that APIs are like the little studs that connect the two blocks.

- The system would work from the inside out, where all of the data is stored in a 'vault' which keeps the data encrypted. The 'gatekeeper' around the vault would allow or deny access by users to data in the vault depending on their credentials.
- The system is designed to be very granular so that different people will have access to different facts. The rider will be able to see all of their own data, and every other user of this system will only be able to see the subset of the rider's data that is relevant to them.
- There are open source data security platforms that are already doing things similar to this.
- Data is only stored in the vault, other systems can interact with the data in the vault but can't store it.

Discussion

Jeff Abrams comments that the setup and maintenance of users and roles in a database would require a person to act as the administrator. He asks if this is something we would take on or if that role is more global.

Kevin agrees that the system will definitely need someone to maintain it and keep track of what agencies are involved, what questions they ask, and how to manage it when these factors change.

Dorene asks what we will expect from agencies as far as managing their pieces of the system.

Staci says that in our most recent Find a Ride application we specifically sought funding for two staff members (Grace and Dean) because we knew that there would be sustained work associated with the Phase 2 expansion. She also mentions that we are trying to be thrifty in our funding and figure out what can be maintained on the Hopelik team and what can partners do, such as the One-Call partners in Pierce and Snohomish counties.

Karen asks how our One-Click partners in Pierce and Snohomish counties ensure security when one person is applying on behalf of someone else.
Trish Rasmussen from Volunteers of America Snohomish County responds that when they are doing enrollments the client has to be in the room and give permission at that point in time for someone to speak on their behalf.

Dean notes that we are also looking at how the Phase 2 system will translate into our One-Call system to ensure that users who can't access the web-tool will be able to receive similar services over the phone.

Next Steps

- If anyone has further thoughts or questions on the topics discussed in this meeting, please email Grace or Dean at the contact information below.

Next Meeting: 12/14/2026 from 1pm to 2:45pm on Zoom

FIND A RIDE CONTACT INFORMATION

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