

One-Call / One-Click Governance Plan

As of July 20th, 2021

Hopelink is well aware One-Call/One-Click is a community effort and will strive for collaboration by deploying inclusive planning practices. The Governance Structure outlined below is intended to ensure the voices of the community and partners are represented and heard.

Background

The One-Call/One-Click platform for Central Puget Sound has been in conceptualization for years. The current platform, FindARide.org, was developed by several agencies and housed at Hopelink. This website, which served as a first-of-its-kind back in the early 2010s, offers information discovery of transportation options in Pierce, King, and Snohomish Counties.

The King County Mobility Coalition's Access to Healthcare Committee began exploring an enhanced OCOC model, emphasizing a centralized requesting and booking system for medical transportation. In 2018, on behalf of the King County Mobility Coalition, Hopelink was awarded funds to implement an inclusive planning process to evaluate how older adults and people with disabilities find and secure transportation in our region. After extensive engagement with participants, one of the resulting concepts was our latest OCOC vision – a multi-modal trip-planning and referral platform for specialized transportation services, with the eventual adoption of booking and payment options. The grant's final deliverable included an [OCOC Business Plan](#).

In 2020, Hopelink applied and was eventually awarded funds to implement Phase One of the OCOC platform via the Washington State Department of Transportation's Consolidated Grant Program. Match funded was provided by King County Metro, Sound Transit, Hopelink, and Aging and Disability Services. The grant commenced on July 1st, 2021 and will run through June 30th, 2023.

One-Call/One-Click Stakeholders

The primary stakeholder for OCOC is the potential customers and end-users. In addition to receiving feedback and learning from them, several participating entities intersect with the OCOC project. These include:

1. Hopelink
2. King County Mobility Coalition, including co-chairs, members & alternates, coalition partners & stakeholders, Inclusive Planning Steering Committee, and Access to Healthcare Committee
3. Funding match partners

4. Grantor (Washington State Department of Transportation)
5. SNOTRAC and PCCTC staff and partners

OCOC Advisory Committee

Hopelink recommends forming a One-Call/One-Click Advisory Committee to streamline feedback and guidance from a diverse set of stakeholders. The scope of the Advisory Committee is as follows:

- Offer feedback on critical milestones, including developing the engagement plan, user needs, RFP, and user testing.
- Develop Key Performance Indicators to evaluate the impact of the project.

Each Committee member will be able to bring their voice to the table to influence the outcomes of this critical project.

Composition

The Advisory Committee will comprise stakeholders who already have an existing connection with the project. There is also the intention to continue an inclusive planning lens, and the Committee will include both partners and participants that serve as end-users. Staff support will intentionally identify individuals who represent the needs of older adults, people with disabilities, low-income populations, BIPOC communities, limited English proficiency populations, and other community groups that have been disproportionately impacted by the transportation system. Further meaningful community engagement with these populations will also take place outside the Advisory Committee.

There will be no more than 20 active members, with a relatively even split between transportation providers/agencies and customers (organizations/assistors and end-users). This list includes but is not limited to the following representation:

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| 1. Aging and Disability Services | 6. Puget Sound Regional Council |
| 2. Catholic Community Services | 7. Snoqualmie Valley Transportation |
| 3. End users/consumers | 8. Sound Generations |
| 4. Hopelink | 9. Sound Transit |
| 5. King County Metro | 10. WSDOT |

Not every transportation provider will have the opportunity to serve on the Advisory Committee; however, the group will strive for various provider types, including volunteer driver programs, senior shuttles, demand response, and more. There will also be engagement to

garner buy-in and feedback from transportation providers across all three counties to participate in the OCOC system separate from the Advisory Committee. This engagement will coincide with current efforts surrounding data standard (e.g., GTFS and GTFS-flex) adoption. Feedback from this engagement and insights will be shared back with the Advisory Committee.

In addition to ensuring representation from specific organizations, providers, and end-users, the Advisory Committee will also comprise liaisons with other relevant stakeholder groups. Representation should include:

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| 1. Access to Healthcare Committee | 5. PCCTC |
| 2. Inclusive Planning Steering Committee | 6. RARET |
| 3. Eastside Easy Rider Collaborative | 7. Snoqualmie Valley Mobility Coalition |
| 4. North King County Mobility Coalition | 8. Snotrac |
| | 9. South King County Mobility Coalition |

For any organization or individual who expresses interest to serve on the Advisory Committee but ultimately does not or cannot, alternative accommodations will be made to ensure feedback is heard, such as a one-on-one interview or written feedback.

Duration

The Advisory Committee is expected to meet at least monthly, starting in August 2021 until at least December 2022. Meetings are expected to last 1.5-2 hours, with an additional workload in reviewing materials and providing feedback before and after each meeting. We understand this is a significant time commitment and will work with partners where they're at to ensure they can participate and provide meaningful feedback. Towards the end of 2022, an evaluation will occur to assess a governance change once the platform moves from planning and implementation to maintenance.

Task Forces

On occasion, Hopelink will need and request the formation of a time-bound task force with a smaller group of members to complete a specific goal or task. Once the task force completes their task, the group will be disbanded. Participation is voluntary.

Expectations

The expectations for each Advisory Committee member include:

- Participates in regular monthly meetings and Project Task Force groups when applicable. If unable to attend a regular meeting, the member will notify staff support at least one day prior.

- Reviews materials in advance of the meeting and provide feedback in-between and during meetings.
- Serves as subject matter expert and collaborator for the duration of OCOC planning and implementation.
- Disseminates OCOC-related updates to their network; garners feedback as appropriate.

Staff Support

The Advisory Committee's staff support includes the Program Supervisor of the King County Mobility Coalition and Hopelink's Director of Mobility Management, who will provide additional strategic guidance and meeting facilitation.

Decision-Making

The Advisory Committee will strive for consensus, but the primary purpose is to offer insights and provide guidance to ensure the OCOC project successfully moves from concept to implementation to maintenance. Final decision-making will rest with Hopelink leadership to satisfy contractual obligations and ensure fiscal stewardship of the grant milestones and deliverables.

OCOC Technical Advisors

In addition to the OCOC Advisory Committee, Hopelink will convene a small group of technical advisors outside the Advisory Committee to offer technical support and ensure our technical requirements desired by the customers match existing and anticipated resources. These advisors currently include:

- Hopelink's IT Department
- Full Path Consulting (tentative technical consultant)
- CALACT (as part of ITS4US Plan, Book, & Pay Project)
- WSDOT
- King County Metro Accessible Services

Engagement Plan

It is important to note that this governance structure does not replace an effective, meaningful engagement plan and robust user testing. While this project already has multiple years of robust feedback from participants, more engagement will be needed to ensure the voices of those using the service are heard and reflected in the final Phase One platform.