Find a Ride Advisory Committee Meeting – 8/10/2026

Staff Support: Heather, Lyn, Ari, Nicole, Mackenzie, Roz,

Participants: Karen Hartman (Kirkland Senior Council), Kevin Chambers (Full Path Transit Technologies), Amy Biggs (SVT), Jeff Abrams (Community Advocate), Kurt Ahrensfeld (Kirkland Senior Council), Ted Sweeney (King County Metro), Todd Holloway Center for Independence), Suleiny Altamirano (Snotrac), Olivia Butkowski (HealthierHere), Blake Matthews (ADS), Dorene Cornwell (Community Advocate), Dorian, Esper-Taylor (Pierce Transit), Greg Brey (Hopelink DART), Benjamin Atwell (211), Michael Rimoin (King County Metro), Marcy Jaffe (RTAP), Mandy Wes (Disability Empowerment Center), Liliya Shtikel (SDOT), Sean Bouffiou (King County Records and Licensing Services), Daeveene May (PCCTC), Trish Rasmussen (VOAWW), Meg Tally (Community Transit), Kunal Mehta (UW TASKAR Center), Aaron Morrow (KCMC Chair and Hopelink Board Member), Brock Howell (Snotrac),

Introductions and Focus Question: What is an item left on your summer bucket list?

Party with friends, a good nights sleep, trip to British Columbia, Beach days, trip to New York, moving, celebrating a birthday, "Choir-oke", college tours, riding the link, paddleboarding, taking the dog kayaking, blueberry picking, camping, visit Glacier National Park, Climb Glacier peak!

Announcements:

- Call for Letter of Support for Mobility Management, RARET and One Call/One Click. Please email ggeortsis@hopelink.org for template.
- Community Compensation Reminder: eligible advisors should submit for compensation for July and August. Interested in Compensation? Email ggeorgitsis@hopelink.org to schedule an orientation.
- Amy Biggs: Surveys about Snoqualmie Valley Transportation. Those who have ridden SVT should check website to participate in the survey. The survey should be available on 8/11/2026
- Kunal Mehta: Invitation to The OS-Connect advisory board meeting on 9/10 at 1:30pm via zoom. https://tcat.cs.washington.edu/events/os-connect-advisory-board-meeting/

Phase 2 Recap:

- The goal of Find a Ride Phase 2 is to create a Centralized Application Platform for Transportation Services. This platform should make applications for services easier for users and more streamlined for providers. Understanding how to determine rider eligibility is also a necessary step of our roadmap to creating a true One Call/One Click system

- Timeline: May 26-October 2027. From now until early 2027 we are researching to understand exactly how we want this platform to look. In early 2027 we will go to procurement and find a vendor to build this platform. Fall 2027 is target launch date.

Phase 2 intake development work:

- Goals: Inventory and Audit Existing Eligibility Standards. Map intake Process. Draft Phase 2 application.
- Want to understand what the workflow looks like from the *providers* point of view?
- How to integrate with the *users* perspective?
- Relevant activities:
    - Stood up a Phase 2 Intake Taskforce
    - Creating a Centralized inventory of applications and intake forms
    - Meeting with providers to understand their application and intake workflows
  - Understanding which providers are interested in engaging as an early adopter?

Questions for Advisors:

Where in the intake process does the FAR application end? What information are we collecting? Where do we hand off to providers?

Discussion:

Mandy in chat: Why would one need a site visit?

Grace: Some providers need to conduct a site visit before they can book a ride. Example: SnoGoose visits deviation requests to make sure it's safe for driver and rider.

Todd: Can you elaborate more on the human interaction?

Grace: We will still operate the Transportation Resources line. We want for the rider and provider to maintain a relationship and not just automate the whole process. Also, some providers will still require a phone screening or site visit even if we are able to collect the more mundane information online.

Amy: I'm concerned that people will confuse online booking with reservations. There has to be feedback about the details of the booking. People might mistakenly think that they have a ride when the booking hasn't been completed. It must be understood that there are multiple steps to the booking process. It's not like VIA where people can say – I need a ride, pick me up here/now. Managing expectations will be very important.

Grace: We are thinking about two way communication between the rider and provider – FAR is the conduit of communication. How do we let people know if their application has been accepted by each program? How do we handle the back and forth?

Dorene: If I find that there are 3 providers that I'm eligible for – I want to communicate directly with those providers. I think the provider has to communicate with the user. If riders feel like they have to contact the provider every time they want a trip – I don't think that's sustainable.

Grace: Once the application is submitted, is it the providers responsibility to communicate?

Dorene: Even if it is in the providers court to communicate, FAR should show the user's eligibility

Amy: Is there a plan for FAR to offer option based on where they travel? It's a patchwork of providers. Can the user narrow their search to certain service areas or certain providers? It would be a good idea to let people choose providers available in the area that they travel. Some carriers would get overloaded with connections that have nothing to do with them. I worry about being on the receiving end of hundreds of applications that I can't accommodate.

Grace: We've been thinking about this and with the current prototype, we can narrow options by county, but we are trying to balance ensuring people can see all of the available options and also ensuring the results they see are actually relevant.

Amy: If the site works well, providers might not have the ability to handle the load. Is there a plan for someone at FAR to triage applications to providers?

Karen: I've been dealing with FAR for a long time. It has become a two prong process. Apply first to get into the database, possibly a site visit. THEN find a ride. What if someone needs a ride in 48 hours? Unless they are already in the database, they won't get a ride using FAR. There won't be time. It seems like it's getting really complicated. It's not going to be as easy to use as it originally was.

Grace: I feel I may have misrepresented the process. The trip planner will still exist similar to how it exists now. There will be an additional option to submit an application for the phase 2 process, and if there are additional steps for specific providers, such as site visits, providers will still handle those the same way we do now. We don't plan to add extra steps.

Kevin: This is not about adding steps. It's about increasing visibility of the options that are out there. Let's make really clear what the next steps are in each case.

Grace: We rely on our advisors for this type of feedback. FAR has a no-wrong door approach not a 'one right door' approach. The application processes for individual providers will still be available, people will just have the additional option of applying through FAR.

Dorene: For me – it's figuring out what I'm going to use all the time vs. what I use infrequently.

Mandy in chat: The filters on the Find a Ride trip planner can be overwhelming. What about cross county trips?

Grace: Phase 2 brings King/Pierce/Snohomish providers together in one place so hopefully collaboration will increase. Phase 2 Possibly will decrease number of times a person has to enter information.

Marcy: Maybe profile questions can create detailed information about applicant?

Grace: Should we collect information and verify or just send the application to the providers and have them verify as they have been doing?

Kevin: A person may have digital proof through a government entity (veterans, social security) login.gov creates a one time verification. We don't believe the Phase 2 system will have access to the Medicaid database. But, the user may be able to provide verification through their access to the Medicaid database.

User Experience (UX) Design and Prototyping:

- The Find a Ride team is working with a UX Designer and a team of volunteer developers to create prototypes of Phase 2. They will then gather feedback from these prototypes in the community to understand how the final Phase 2 platform should be built.

Grace delivered a demonstration of interface

- Starting on the homepage of the site, the user can choose to go to the trip planner, provider list, or create a profile
- When you choose to start your profile, you are first met with a modal that asks you screening questions to see which providers you may be eligible for

- Once you have completed this screening, you are met with a page listing the services you may be eligible for. At this point, you can either select the services you would like to apply for or choose to apply to all.
- This takes you to the profile creation page*, where you enter name, phone, address, city, date of birth, and if you are on an assister account, assistor information as well.
    - *In the demo we were taken to the documents page after choosing to apply to all. This will be addressed with the developers
- If filling out as an assistor, will eventually be able to create multiple rider profiles, but in the pilot stage you will only be able to have one rider associated with each assistor account
- After the profile page, you are taken to the needs and preferences page, which asks questions to determine eligibility and service needs
- Finally, you are taken to a page where you can upload any required documents
- After this, you can return to your providers page to see the status of each application

Feedback:

Dorene: if someone already has an RRFP permit, can they just remove that from the options? And, I have had limited experience with Modals – sometimes the screen reader doesn't find it.

Jeff: I agree!

Dorene: if the person is already qualified for something before this application do they have to interact with that option in their profile?

Trip planning might be for getting to places I don't normally go. Trip origin and destination might not be where I'm living.

Grace: information could be shared with multiple providers. Part of this process will be integration with the trip planner. Once you are eligible for services, that information will be used to determine what options will populate the trip planner for you.

Jeff: I hope that's not the case. It's a great source to find things you don't know about. If we are only displaying pre-qualifying things – we won't discover things we don't know about.

Grace: We won't limit what the trip planner shows.

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Kevin: we thought originally that phase two wouldn't touch phase one very much. But, that is changing. Anthrotech is working with UX, Volunteer team are thinking about the whole experience. The cost/risk associated with phase 1/phase 2 integration is dropping so we are looking more actively at how to integrate phase 1 with phase 2. A great team of people are working on this.

Grace: hopefully the application process will increase visibility of options.

Ari: Wonder if it's helpful to start with 'how often do you ride' or something like that. Learn about how much the user is involved with transit services already?

Suleiny: yes, I think quantity and frequency is important to understand

Karen: specific, infrequent times like post sedation trips will be planned differently.

Next steps for Phase 2:

- **User testing** will begin in a couple of weeks. We will test this prototype with users at Mobility outreach events and compensate their time with gift cards. We will observe testers when they interact with the platform. Then take that information to the UX team.
- We are recruiting **Phase 2 technical advisors** with experience with data sharing and security, or with applications and intakes. If this sounds like you or someone you know, please reach out to Grace at ggeorgitsis@hopelink.org for more information. Meetings are on the second Tuesday of the month from 2:30-3:30pm.
- Find a Ride will be hosting **Coordinated by Design: A Regional Summit on Data Security, Privacy, and Interoperability** on October 9th, 2026, at the Hopelink Redmond Center. We will bring together stakeholders from across the region who work closely with data systems, governance, and interoperability to collaborate on a roadmap for more integrated systems and safe data sharing in the Puget Sound Region. If you or someone you know is interested in joining, you can register using this form: Coordinated by Design Registration