

# Find a Ride Advisory Committee



August 10th, 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.**

# Zoom Tips

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## Q & A

There will be opportunities for questions and answers

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## Chat Best Practices

The chat may not be accessible for everyone.

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## Rename Yourself

Include pronouns and organization / affiliation to help build community.

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## Co-hosts are helpers

Direct message a co-host with any concerns or questions.

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# Meeting Recommendations

## Meeting Attendance

- Name, pronouns, organization / affiliation posted in chat.

## Introduce Yourself

- Introduce yourself each time you speak.

## Raise Your Hand

- Please use the raise hand function to be called on.

## Ask for Assistance

- Message a co-host for support during the meeting.

# Agenda

**1:00 PM – 1:15 PM**

**Welcome, Overview, & Announcements**

**1:15 PM – 1:30 PM**

**Developing the Phase 2 Intake Process**

**1:30 PM – 2:00 PM**

**Demo and Feedback on Lo-Fi Wireframe  
Prototype**

**2:00 PM – 2:20 PM**

**Phase 2 Next Steps**

**2:20 PM – 2:45 PM**

**Roundtable Sharing and Close**

# Introductions

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

Name

Pronouns

Organization/Affiliation

Title

Email

## **Icebreaker Question**

What is an item left on your summer bucket list?

# Announcement: Calls for Letters of Support

The Hopelink Mobility Management Department is reapplying for the **WSDOT Consolidated Grant**, and we're seeking letters of support for three programs:

## Mobility Management

### *King County*

Funds Hopelink Mobility's coalitions and Mobility Education and Outreach work

## RARET

Regional Alliance for Resilient and Equitable Transportation.

## One Call/One Click

### *Find a Ride*

A unified platform for trip planning across the tri-county region.

**Interested in submitting a letter of support?** Reach out and I'll send you a template:

[ggeorgitsis@hopelink.org](mailto:ggeorgitsis@hopelink.org)

# Community Compensation Reminder

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## Reminder for Eligible Advisors to Submit Community Compensation for July, August

- For committee members who have lived experience OR low income AND are not otherwise being compensated for their time.
- Rate of \$57/hour, including meeting time and prep/feedback outside meetings.

## Interested in Compensation?

Reach out to Grace for a 30-minute orientation to get the process started!



***Partner Announcements?***

# Phase 2 Recap

## WHAT

### **A Centralized Application Platform for Transportation Services**

On this platform, users will be able to submit one application and get connected with several (or all!) of the transportation options available to them.

## WHY

### **Easier access for residents**

Simplifies how residents of King, Pierce, and Snohomish counties reach the transportation resources they need.

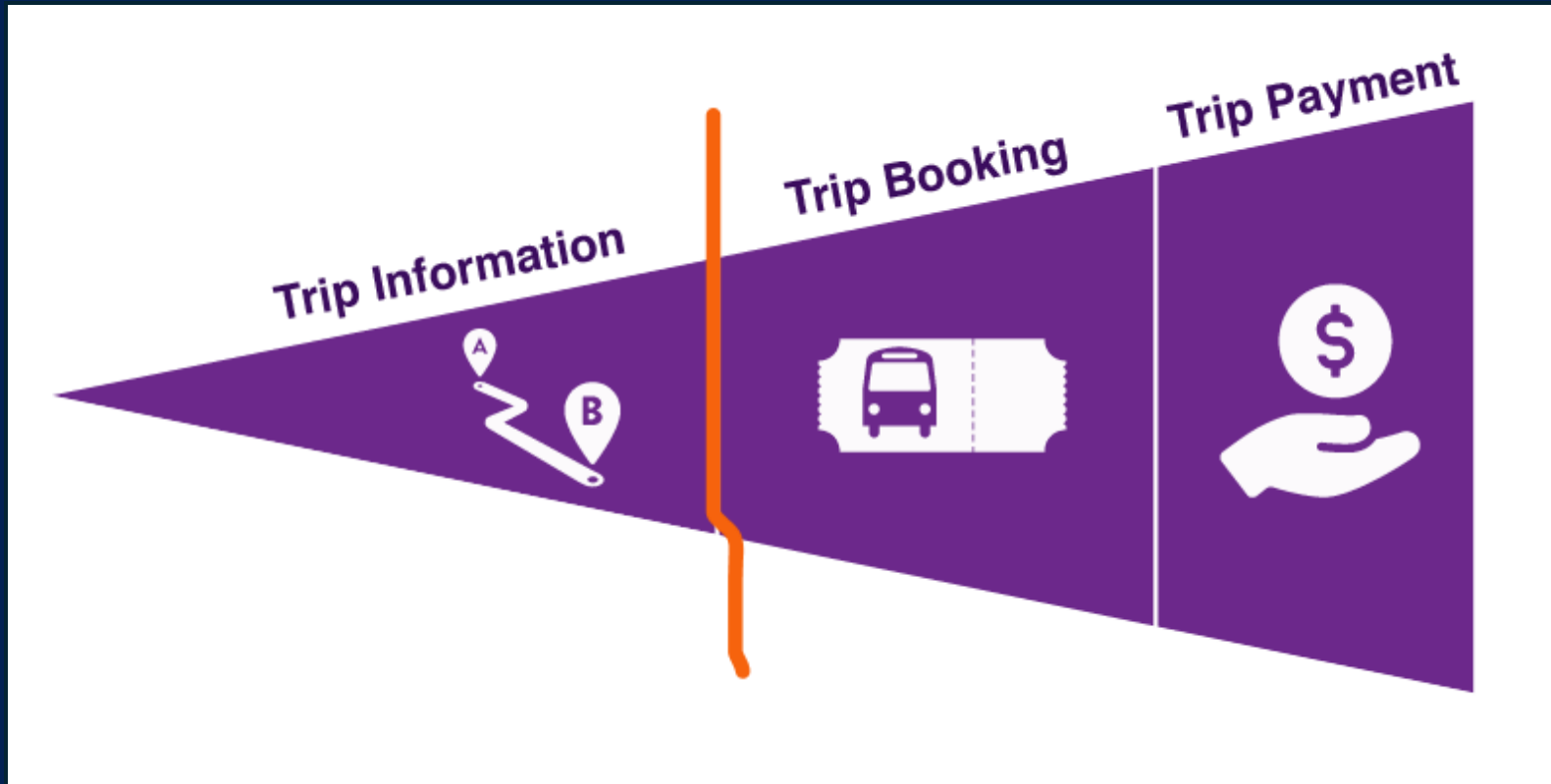
### **Streamlined for providers**

Reduce the administrative burden on staff of collecting rider information during intake and enrollment

### **A step toward One Call/One Click**

Necessary groundwork for a complete One Call/One Click system across the tri-county region.

# A Necessary Step Towards a true One Call/One Click



Find a Ride currently supports clients with trip information, to successfully integrate trip booking and payment we first need to address eligibility.

# Phase 2 Development Roadmap

## May '26 – Oct '27

| May '26 | Jun '26 | Jul '26 | Aug '26 | Sep '26 | Oct '26 | Nov '26 | Dec '26 | Jan '27 | Feb '27 | Mar '27 | Apr '27 | May '27 | Jun '27 | Jul '27 | Aug '27 | Sep '27 | Oct '27 |
|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
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Mapping Application and Intake

Content & Design

Procurement

➤ Select Pilot Agencies

➤ Data Security /  
Privacy Summit

Phase 2 Development

Launch Strategy &  
Communications



# ***Mapping the Application and Intake Process***

# Phase 2 Intake Taskforce - Goals

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## **Inventory & Audit Existing Eligibility Standards**

Understand what eligibility requirements exist now, why they are required, and what our eligibility process should look like.

## **Map Intake Processes**

Understand the steps between application submission and booking the first ride, why it looks like this, and how it can be streamlined.

## **Draft Phase 2 Application**

Create an eligibility and application structure for Phase 2 which integrates seamlessly with existing systems for both users and providers.

# Mapping the Application and Intake Process – Find a Ride Team

To understand what information needs to be included on a Phase 2 application, we first need to understand what information each provider needs. To do this we are:

- **Creating a centralized inventory of applications & intake forms**
  - What questions do they ask?
  - How do they ask it?
  - Is there a burden of proof to verify your answer?
- **Meeting with providers to understand their application and intake workflows**
  - How does the process look on the back end?
  - Why do they ask certain questions? Are they tied to funding?
  - Are they interested in engaging in Phase 2 as an early adopter?

# Mapping the Application and Intake Process – Big Questions

## **1. Where in the intake process does the Find a Ride application end?**

- Some providers need to speak to riders over the phone or conduct a site visit before officially accepting a rider
- Many services have new rider intake as a part of the first ride request
- How can our centralized application system that leave room for providers to continue to own some steps of the intake process

## **2. Are there intake best practices from human services broadly (outside transportation specifically) that Phase 2 should be borrowing from?**

- What's a common intake design mistake you've seen organizations make that we should try to avoid?



# ***UX Design and Prototyping***

# UX Design and Prototyping

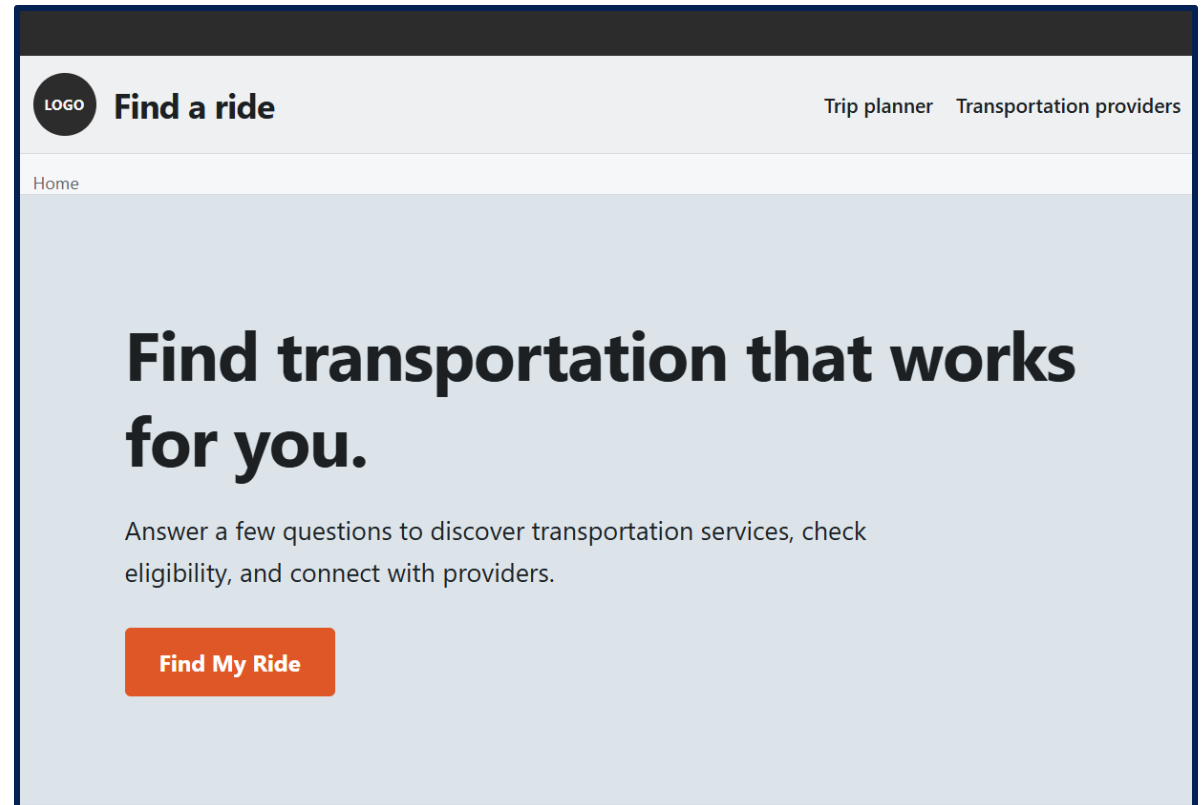
The Find a Ride team is working with Human Centered Design Consultants, a UX designer, and a development team to design the Phase 2 platform through a series of iterative prototyping informed by user testing.

## Breakdown of Activities:

- **UX Designer** – building wireframes of the site to visualize process flow
- **Development Team** – Creating Phase 2 prototypes to test with users
  - These prototypes and the feedback from testing will help to inform our asks when we go to procurement
- **Find a Ride team** – conducting user testing of the prototypes

# Prototype Demonstration and Feedback

- **Initial reactions to the prototype:**
  - What do you like or dislike?
  - What does or does not make sense?
  - What parts of the process flow are intuitive or unintuitive?
  - How can we make the experience easier/better for users?



*Please note that this is a lo-fi wireframe prototype and does not represent how the final Phase 2 platform will look. The feedback provided today and results from user testing will inform the final product.*



## ***Phase 2 – Next Steps!***

# Phase 2 Next Steps: User Testing

## 3 Rounds of Intercept Studies

The Find a Ride team will conduct three rounds of user testing in the community to gather feedback and inform iterative prototyping.

### What We Want to Learn

**What parts of the prototype are intuitive or unintuitive?**

**Does the structure and flow align with users' expectations?**

**What design elements do people like or not like?**

**Does the language on the prototype make sense to users?**

# Phase 2 Next Steps – Recruiting Technical Advisors

**The Find a Ride team would like to recruit technical advisors with experience/expertise in:**

- Eligibility & application processes
- Enterprise systems
- Data governance, privacy, and sharing

**Technical Advisors meet on the 2nd Thursday of every month from 2:30pm-3:30pm**

**Action Item:** Share the technical advisor's blurb with anyone with expertise in the above subjects!

# Phase 2 Next Steps – Coordinated by Design Summit

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

**Friday, October 9th, 2026, from 9:00am to 3:30pm.**

This summit will bring together the people who build, manage, and make decisions about the systems transportation providers rely on. Together, we'll explore how systems across the region can more securely store and share data, and how they can better talk to each other, to drive the best outcomes for users and clients.

### **We want you at the table if you:**

- Work closely with enterprise or open-source systems
  - Work in data privacy or data governance
- Are a decision maker at an organization that does any of the above



# ***Roundtable Sharing***

# Thank you!

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

● **Questions? Reach out to**  
**Grace Georgitsis at**  
**[ggeorgitsis@hopelink.org](mailto:ggeorgitsis@hopelink.org) or**  
**425-625-6836**

