One-Call/One-Click Advisory Committee Meeting Notes
Monday, April 24, 2023 1:00 PM to 3:00 PM

Attendees: Bebhinn Gilbert, Jeff Abrams, Tony Hester, Laura Lee Sturm, Bree Boyce, Sara Sisco, Dorene Cornwell, Todd Holloway, Roz NNN, Deb Witmer, Energy Division, Tony Hester, Jonathan Prociv, Pran Wahi, Daeveene May, Amy Biggs, Tracie Jones, Jean Kim, Brock Howell, Aaron Morrow, Justin Deno, Cliff Perry, Alex O'Reilly, Darryl Sierra

Staff Support: Laura Loe, Program Manager; Staci Sahoo, Director, Mobility Management, Dean Sydnor, RARET (notetaker)

Meeting goals:
1) review project progress; 2) review transportation services list 3) review timeline for roadmap 4) review user testing plan highlights

Welcome and Introductions
• Intros and Ice-breakers
• Meeting goals outlined
• OCOC team structure review

Review Project Updates – Community Engagement focus
Laura Loe re-introduced herself, provided updates of recent milestones in terms of community engagement successes

• Community Engagement and Program Highlights
  o Lists recent outreach
  o Partners looking for an overview should connect with Laura

Review Project Updates - Technical and Accessibility focus
Staci Sahoo reviewed recent updates related to technical aspects of the project, including plans for accessibility audits. Brief update on future functionalities’ status.

• Tech and usability updates
  o Bug fixing ongoing, many recently resolved
  o Close to resolving issue with how deviated fixed route options are displayed; this could be helpful to others developing their own trip planners in other regions
  o Accessibility audit scope of work being developed
    ▪ Round 1 accessibility audit was last fall, circling back as much has changed with the move to the production site.
    ▪ 4-6 week process, soft launch will come after compliance is certified.
    ▪ Laura notes partners can reach out about joining the technical partners meeting to lend their expertise.
Attendees had the opportunity to review the status of Transportation Services

- Want participation from all regional transportation partners
- Shows list of programs’ OCOC status
  - Some providers have not joined yet
  - In-progress can mean anything from almost fully integrated to just made contact, working hard with each one but it can get complicated
    - Pran: We are contacting exterior counties for their own tools or ours?
      - Staci: this tool will include programs across the tri-county area. Different approach with Pierce County based on conversations with local partners. Statewide is not on the cards right now.
    - Brock: Skagit and Island transit are included but are their paratransit arms included?
      - Staci: too big an ask for all transit partners bordering us, but want to work with Snotrac and PCCTC on which adjacent services would be the most helpful, fixed route is easier to pull
        - Brock: our current trip planners do have fixed route data for most agencies, excluding Everett Transit which has had its own issues. Will it be a real time GTFS feed?
          - Laura: I do not think the real time part of it is worked into this phase
            - Staci: we are pulling what already exists, we can connect with you on where real time stands
            - Brock: if you can get the Everett bus stops to point in the right cardinal directions in the data it would be really great
    - Laura Lee: question of what NEMT might look like on the tool
      - Laura Loe: Work with our partners to find the best way to display this, emphasizing the need to be qualified to use that option.
      - Staci: Chatted with Darryl, important work to be done on the travel profile and their Medicaid/apple health qualification question.
      - Staci: also emphasize that it shows only applicable for certain trip types like medical.
    - Amy: question in chat DM’d to Staci
      - Staci: In Snoqualmie valley half of feed are from Metro and half are from Trillium, this means we are still having problems with them showing up. Need to work on parameters for it to
display properly. Data is in and correct the bug is on our end to display it.
  o Laura Loe: encourages partners to ask questions and bring up concerns.
  o Staci: have some partners that have not started yet, specifically for-profit services. How should those services show up, if at all, Medstar, Tri-County Cabulance, etc.

- Dean: use case for tourists
  - Staci: mentions the complication of WAV with Yellow Cab taxis’ service areas.
- Laura Lee: where do we draw the line, for example the mircosoft shuttle might want to be included
- Bebhinn: draw attention to the chat, Justin Deno recommends not including initially but then gathering feedback on if folks want those options in the future. Cost is a barrier to our audience of focus.
- Brock: the line seems to be: “is the service held out for the public’s use.” So, a service like the senior shuttle at the Monroe Senior Center would be included, even though it's limited to Monroe residents of a certain age, because it’s open to the public. But a shuttle van for a specific senior center wouldn't be included. In other parts of the state, some for-profit providers fill the same function as non-profits do here. There is an inter-city bus that serves the US2 corridor that Skykomish residents rely on, it could be an example of a for-profit provider worth including.
  - Staci: great feedback, senior center point is noted and we are still trying to connect with the Monroe center.
- Jonny: is there no choice in find a ride for toggling no-cost/low-cost/paid?
  - Staci: there is but the fares are all zero at the moment. There are complications with displaying fare right now and we are progressing with testing while we are awaiting a fix. We know fare is important but the data needs to be accurate.
- Jonny: will there be a caveat with services like ours to clarify wait time variability?
  - Laura Loe: we will table that question for future meeting, keep asking that question as it is a high priority to solve
    o Staci: we have a few paths forward, want to be clear about expectations for riders.
- Pran: I like Brock’s idea, in India we have both public transport and private transport, we can have that kind of a connection.
  - Staci: discussion to be had, if that is the only option for folks there is value in knowing that, but figuring out the best way to display that is a challenge. As of now things like Uber and Lyft are not on our site as they require certain agreements.
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- Justin: on fares, IBI has built a custom fare calculation engine for ORCA that we are testing, could be something you might be able to leverage.
  - Staci: general feedback on the list here, are these the right partners, are we missing some? High priorities that we still need?

Review Roadmap Success Criteria for User Testing Phase 1a
Attendees reviewed success criteria for Phase 1a

- Current Phase Timeline Displayed
  - Some pieces happening in parallel
  - Priority of setting ourselves up for long term data creation, validation and maintenance so the site can grow and change as the transportation landscape alters. Having processes in place for new high quality feeds.

- Success Criteria
  - Accessibility Audit, still seeking user testers.
  - Meeting on June 26th has a focus on partner marketing
  - User tests identify needs for fixes and this can extend the time needed?
    - Pran: so user testing will occur in May
      - Staci: yeah
      - Laura Loe: still having remediation discussions and will let partners know
    - Jeff: I have mentioned this before, user acceptance testing vs usability testing. Is real usability testing being done? Data is accurate but can be very unusable right now. I think we should be doing usability testing first.
      - Jeff: check boxes for paid options to reduce list size would make the app more usable
    - Staci: functionality testing coming first is vital to our vendors
      - Jeff: the site as it is right now, I would not use it due to usability issues.
        - Staci: the accessibility audit should reveal things that are not right with a site, we could pause usability testing as we do not have that audit back. But no matter what we need the audit completed before the soft launch.
        - Laura: is the saving rides feature a deal breaker? That kind of feedback is an important to know.
        - Jeff: I am just trying to make sure we do not go through unnecessary work as the audit may
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bring changes that renders usability testing irrelevant due to changes.

- User Testing Phase 1a -draft
  - Graphic reviews key priorities
  - Q&A
    - None

Review Sample Trips
Attendees reviewed trips we are using during Phase 1a testing with time for questions.

- Sample trips and personas presented by Laura
- Trips and uses cases based on real life trips and desired trip archetypes that we want to test.
  - Want to have a robust list of the types of trips we would like to see
    - Deb Whitmer: do we have multi-stop trip capability
      - Staci: we do not right now. Would need to be multi-trip.
    - Justin: had one of our UX interns look into trip-chaining, length at intermediary stops are a challenge as the second leg accuracy is difficult. Often more accurate to plan subsequent legs in the moment for fixed route.
    - Darryl: assuming if it is medically related, NEMT can book multi-leg trips for pharmacy.
    - Jeff: is there a column that has expected route for these trips on the spreadsheet?
      - Laura Loe: can add this, have expected outcome but that is different from expected route.
  - Laura: at this point do not share the beta testing link far and wide, keeping that circle close to folks who are typically attending these meetings or are closely connected.
    - Jean Kim [chat]: I'm not sure if this is something you would need any help on at this point--but any need for someone to test out the translation function?
      - Jean: noted there were some issues with the Korean translations and happy to highlight some bugs that were noticed.
      - Laura Loe: we have a lot of capability to make changes to the translations and are happy to connect with partners on addressing issues noticed.

Next Steps and Closing
Reminder: Technical Advisors 4/25; User Testing Taskforce 5/22
Reminder: OC/OC Advisory Committee 6/26

Attendees are welcome to join our User Testing Taskforce to help fine-tune our testing.
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