Find a Ride

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

Summit Analysis Report

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This report summarizes what was discussed at the Coordinated by Design Summit, analyzes how these discussions inform the work that the Find a Ride team is doing along with regional discussions of security and interoperability, and proposes next steps which will integrate summit findings into the work we are doing now.

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1. Introduction to Find a Ride Phase 2

Find a Ride is a One-Call/One-Click program serving residents of King, Pierce, and Snohomish counties and housed in Hopelink's Mobility Management Department. The Find a Ride team has taken a phased approach to developing this One-Call/One-Click program. We have completed Phase 1 of this work, which focused on trip information and resource navigation and culminated in Find a Ride's multimodal trip planner on FindARide.org.

Phase 2 of this work, supported by a Federal Transit Administration Innovative Coordinated Access and Mobility (ICAM) grant, will expand the platform to include a centralized eligibility determination and application system. The goal of this system is to make the application and intake process simpler for both riders and providers, as well as to take a necessary step towards the creation of a true One-Call/One-Click system. This work is being shaped by the Find a Ride Advisory Committee, the Phase 2 Intake Taskforce, our Technical Advisors group, and community user testing of early prototypes.

Building a centralized eligibility and application system means collecting and moving sensitive personal information across many organizations, which places data security, privacy, and interoperability at the center of Phase 2. Find a Ride sees its work as a microcosm of the region and a small-scale example of how these challenges can be addressed: the questions we face about what data to collect, how to protect it, and how to share it responsibly between systems are the same questions the region faces on a larger scale. The Find a Ride team hosted the Coordinated by Design Summit to bring these questions to partners across the Central Puget Sound region. The findings summarized in this report will guide the next stages of Phase 2 and, we hope, offer lessons for broader regional efforts to build secure and interoperable systems.

2. Coordinated by Design Summit

2.1 Summary

On October 9th, 2026, Hopelink Mobility's Find a Ride program hosted Coordinated by Design: A Regional Summit on Data Security, Privacy, and Interoperability. This summit brought together stakeholders from across the Central Puget Sound region to discuss how to better serve residents in our region through more secure and interoperable systems.

This summit used a You Get What You Measure format, facilitated by Yellowwood Associates and Community Roots LLC. This format encourages participants to work collaboratively to identify key leverage indicators to achieve meaningful progress towards shared goals. Coordinated by Design participants identified several indicators which will inform both our work on the Find a Ride program and regional efforts to improve the interoperability of systems.

2.2 Shared Goals and Indicators

For the You Get What You Measure process, it is important to identify shared goals ahead of time for participants to focus on during the event. The Find a Ride team, with support from our Technical Advisors group, identified the goals listed below to focus on at the Coordinated by Design Summit.

Another core element of the You Get What You Measure process is identifying Key Leverage Indicators and Key Results Indicators. Indicators are things that must be changed or conditions that must be achieved to be able to claim that progress is being made towards a goal. Key Leverage Indicators are the indicators that will have the greatest impact on progress toward our goals. Key Results Indicators are the things that indicate how much progress has been made toward the goal.

We identified key indicators at the summit by assigning each table a goal and asking each participant to define an indicator they believed would move progress towards that goal. We then mapped which indicators would have the greatest influence on the others to identify Key Leverage Indicators and Key Results Indicators. The identified Key Leverage Indicators and Key Results Indicators can be found beneath each of the goals below:

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.

Key Leverage Indicators:	Key Results Indicators:
Partners agree on a minimum data set that is required across systems.	People don't have to duplicate effort in verifying eligibility
Agencies and providers dedicate resources to building trust with community members who share their data.	Community members have better mobility through increased use of a variety of services.
Standard information exchange and data sharing agreements are established.	Community members understand all the services they're eligible for after signing up or submitting eligibility.

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.

Key Leverage Indicators:	Key Results Indicators:
Consensus among agencies about the best path forward. We know what data people are comfortable sharing with these systems, and what data we need to collect from them. Visual and accessibly designed tools are available to travelers. Data practices are responsive to requests from the spectrum of travelers.	Increased number or percentage of transit agencies/staff who understand underserved (burdened) communities' experience Community surveys on ease of discovery of mobility options, including input and feedback from diverse and varied system users

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.

Key Leverage Indicators:	Key Results Indicators:
A regional API Inventory is maintained, starting with a data inventory of mainline information at all agencies and organizations for comparison and consolidation. There is consensus among funders, vendors, and others that interoperability is the north star and a necessity. Interoperable data standards are formalized in agency procurements. Accessibility is foundational to the system; the system adheres to the most up-to-date accessibility guidelines. Resource aggregators and comparators are present.	Vendors are rewarded for supporting standards well. Standards are adopted by transportation agencies, and vendors build the standard into their platforms. Partners have more time to dedicate to improving service quality. Program productivity increases.

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.

Key Leverage Indicators:	Key Results Indicators:
A compliance system is maintained. Up-to-date information is always available across the board. Service providers and agencies are brought to the table on a regular basis.	**None Identified**

3. Analysis

3.1 Applying Summit Findings to the Find a Ride program

Several themes emerged across table groups in our discussion of the four goals. Many of the Key Leverage Indicators identified depend on partners reaching consensus, whether on a minimum data set, shared information exchange standards, or interoperability as a regional priority. Other themes that appeared repeatedly included building trust with community members and designing accessible tools and practices.

Our analysis identified two priorities reflected in the indicators: Shared Commitment and Trusted Partnerships Driving Regional Interoperability, and Common Regional Data Standards, Agreements, and Accountability. This section explains how the Find a Ride program will act on the priorities we identified in our analysis.

Shared Commitment and Trusted Partnerships Driving Regional Interoperability

The indicators under this priority focus on bringing service providers and agencies to the table regularly, keeping information current, and building shared commitment to interoperability as a regional north star. Building these relationships is a priority of the Find a Ride program, and we will continue this work in the following ways:

- **Facilitating advisory committee and workgroup meetings.** Find a Ride will continue to convene its Advisory Committee, Technical Advisors group, and other workgroups as necessary as regular forums where partners review progress, raise concerns, and help shape decisions about the system. These meetings put into

practice the indicator that service providers and agencies are brought to the table on a regular basis, and they give partners a consistent place to keep information up to date across organizations.

- **Participation in community partner meetings.** The Find a Ride team will take part in meetings held by community partners across the region to share what we are learning, hear from partners outside our immediate network, and ensure a spotlight remains on interoperability. Showing up consistently in these spaces helps build the consensus among funders, vendors, and others that interoperability is both the goal and a necessity.
- **Working closely with providers to reach consensus.** Find a Ride will work directly with the transportation providers in our system to reach consensus on how rider data is shared, used, and protected. Agreements reached among these providers offer a small-scale model of the regional consensus on the best path forward that summit participants identified as a key leverage point.

Common Regional Data Standards, Agreements, and Accountability

The indicators under this priority call for shared technical foundations: a common minimum data set, an understanding of what people are comfortable sharing, regional inventories and resource tools, formal agreements, and a way to hold partners accountable to them. Find a Ride will contribute to each through the following actions.

- **Establishing information exchange and data sharing agreements.** Find a Ride will establish information exchange and data sharing agreements with its partners. These agreements will serve as working examples that other organizations in the region can adapt as regional standards are developed.
- **Acting as a regional resource aggregator and comparator.** By bringing transportation options and eligibility information together in one place, the Find a Ride system is positioned to serve as a regional resource aggregator and comparator, giving travelers a single place to see and compare the services available to them.
- **Contributing to a Regional API Inventory.** Summit participants identified a maintained Regional API Inventory as a key leverage point, starting with an inventory of mainline data at each agency and organization. Find a Ride can contribute by documenting the data and connections used in its own system as one input to this effort.
- **Identifying a minimum data set for eligibility.** A shared minimum data set reduces the amount of personal information a user must share to check their eligibility for services. It also eases the process of sharing data between organizations. Working

with the Intake Taskforce, the Find a Ride team will identify the minimum set of data needed to check a user's eligibility for the services available on Find a Ride.

- **Testing questions with users.** Before eligibility questions are finalized, Find a Ride will test them with users to confirm they are comfortable sharing the answers. This helps us learn what data people are willing to share with these systems, and it supports the summit's emphasis on building trust with the community members using the system.

2.3 Open Questions

The summit clarified many of the conditions needed for progress, but several questions remain open as Find a Ride moves from planning into its pilot. The questions below will guide our conversations with partners and advisors.

How will we establish the trust necessary for partners to engage in this system?

For many early adopters, this trust has been built over years of collaboration with the Find a Ride team. For partners who are more hesitant to join, trust will come from the example of our pilot program, where we will demonstrate our ability to facilitate safe and secure data sharing in practice.

What role will Find a Ride play in regional data infrastructure?

Summit participants called for a maintained Regional API Inventory and for resource aggregators and comparators. Find a Ride may contribute to both, but the scope of that role and who would maintain these resources over time has not yet been decided.

How will we monitor and enforce compliance with data sharing agreements?

Maintaining a compliance system was identified as a key leverage indicator, and Find a Ride intends to ensure that its providers follow the agreements they sign. The specific process for monitoring compliance, and for responding when agreements are not followed, still needs to be defined with partners.

How will we measure progress toward a shared language with adjacent fields?

No Key Results Indicators were identified for Goal #4, which focuses on a common language and trusted data infrastructure with healthcare, social services, and information and referral. Without them, it will be difficult to tell whether this goal is moving forward. Defining these measures will likely require input from partners in those fields.

4. Conclusion

The Coordinated by Design Summit made clear that no single organization can solve the challenges of data security, privacy, and interoperability alone. Across all four goals, participants returned to the same two foundations. The first is trusted partnerships among the agencies, providers, and community members whose data moves between systems.

The second is common standards and agreements that make that movement safe and consistent. Each depends on the other: shared standards without trust will go unused, and trust without shared standards cannot grow beyond a small circle of partners.

Phase 2 of Find a Ride is an opportunity to put both into practice. As we build a centralized eligibility and application system, define a minimum data set, test questions with riders, and establish data sharing agreements with providers, we will be testing the priorities identified in the summit on a smaller scale. The applications and open questions listed in this report will inform the Find a Ride program's work going forward.

The indicators identified at the summit belong to everyone who helped shape them, and continued progress will depend on that same collaboration. We invite partners across the Central Puget Sound region to stay involved as this work moves forward. Organizations interested in joining the Advisory Committee, contributing to Phase 2, or exploring how these findings apply to their own systems can contact Grace Georgitsis at ggeorgitsis@hopelink.org or by phone at 425-625-6836.