

Find a Ride Advisory Committee Meeting Notes

Monday, August 11, 2025 from 1 pm – 2:45 pm

Next meeting:

Find a Ride Advisory Meeting

Monday, October 6, 2025, 1 – 2:45 pm

Pierce County's One-Call/One-Click

Speakers: Penni Belcher, Daeveene May, Jacque Mann, & other speakers TBD.

Attendance:

Alex O'Reilly, Amin Hester, Amy Biggs, Angie Kitheka, Brian Vallene, Brock Howell, Daeveene May, Daniel Heppner, Dinah Stephens, Dorene Cornwell, Emilie Pelfrene, Erin Funk, Gazel Tan, Gil Cerise, Grace Georgitsis, Greg Brey, Griffin Cole, Jeff Abrams, Jenny Hayslip, Juli Rose, Justin Deno, Kevin Chambers, Kimberly German, Kimberly Meck, Kristina Sawyckj, Kunal Mehta, Laura Lee Sturm, Mackenzie Kneeland, Melissa Johnson, Mike Rimoin, Natalie Sharp, Olivia Butkowski, Pran, Erin Hogan, Roz, Sara Sisco, Sean Bouffiou, Staci Sahoo, Thomas Craig, Todd Holloway, Trish Rasmussen, Zach Munsey

Meeting Support: Laura Loe, Dean Sydnor, Heather Clark

August 11th Meeting goals:

- 1) 2024-2025 Achievements
- 2) Project Updates
- 3) Sound Transit & ADA Paratransit
- 4) RFI Report Back and Phase 2 planning
- 5) Next Steps

August 11th Meeting Summary:

- The Hopelink meeting covered the progress and future plans for the Find a Ride program. Key points included the successful implementation of Phase 1a, with 3,164 planned trips and 15,000 website visits. Phase 2, funded with \$600,000 from FTA's ICAM grant, aims to enhance service coordination and registration processes.
- The team discussed the challenges of displaying fare information in the trip planner and the need for better integration with regional transit systems.
- Sound Transit's representative highlighted the inefficiencies in cross-county paratransit services and the need for a regional solution.
- The meeting reviewed the success of a readiness request for information (RFI) that gathered feedback from potential vendors for phase two of the program.
- Kevin Chambers from Full Path detailed the complexities of the current system and proposed a new, streamlined system to collect rider intakes electronically, aiming for a 40% reduction in paperwork time, a 20% increase in user enrollment, and an 80% project satisfaction rating. The system will ensure data security, reduce complexity, and promote inclusive planning. The RFI responses emphasized simplicity and thorough planning. The meeting concluded with a call for continued community engagement and feedback.

Action Items:

- [] Attend Seattle Design Festival this weekend

- <https://seattledesidev.wpengine.com/>
- Seattle design festival walkabout signup:
https://docs.google.com/forms/d/e/1FAIpQLSf27_xcbuxx4mWfyxIO9AWDVdovgsapgO2AuAhOuy7XBNmZXg/viewform
- Carnation Walkabout signup:
 - <https://docs.google.com/forms/d/e/1FAIpQLSej77JGfmd5JTjW2Enf3hh-UAmJbb1kQmbm9xsWCw23uBYKrg/viewform>
- [] Send questions to Laura Loe lloe@hopelink.org for Emilie Pelfrene, Sound Transit, for her to address in the December meeting.
- [] Review the RFI report
- [] Future meetings will focus on gathering feedback on the proposed system design, including thoughts on data security and project planning
- [] Need to follow up: What is the difference between a site visit and a site view for the FindARide.org website?
- [] Register for RARET ASAP (3 Locations across each county!)

Meeting notes:

Welcome & Committee Guidelines

- Service changes coming up
 - Route and fare news
 - Snohomish partners getting funding
- No introductions due to large group size
- Welcoming statement
- Zoom Tips
 - Connect with Dean or Heather for help
- Thomas Craig: Flex Feed
 - Encouraging other agencies to publish more data with demand response, another agency published a GTFS Flex Feed, C-Tran in Clark County joins the group. This is thanks to this project promoting this work.
- Dean Sydnor: RARET Tabletop is September 5th and we want to see everyone there!
 - <https://www.cognitofrms.com/hopelink4/raretetpntabletopregistration2025>
 - When you choose that you can attend an option will appear for three counties and you can choose which to be affiliated with online or in person. We highly recommend you attend in person as this is a rare opportunity to attend in person.

2024-2025 Achievements

- Trip planner, Website, and TRL by the numbers
 - Many callers have already used the trip planner before calling
 - Customer service agents using it
 - Provider list still product sought out by users, old website still serving
- Meetings
 - 28 orgs at our 6 meetings held last year
- Questions/Comments

- none

Project Updates Staci Sahoo & Laura Loe, Hopelink

- Phase 2 Updates
 - We did it!
 - Excited to share that the funds awarded over a year ago were delayed but will now be received.
 - Match funding from numerous partners, over \$600k of investment
 - Phase 2
 - Takes the foundation of the program that has been built and moves toward registration and eventually requesting and booking in the future. Looking at intake forms and registrations for services that have eligibility restrictions.
 - Initial scope for just 18 months but anticipate a two year project.
 - Need to confirm technical requirements to find the right vendor. Procure the software.
 - Strategic thinking around interoperability
 - Continue work on unresolved items from Phase 1
 - Thank you for giving the “why”
 - Keving Chambers to explain phase 2 in more detail later in the meeting
- Program Updates
 - Technical Updates
 - Displaying demand response services
 - Pre-scheduled & just-show-up sorting option
 - Costly and complicated to add to the trip planner, not something we could do with Phase 1 resources
 - Trip discovery feedback prioritizes showing the plan ahead services so folks know they exist.
 - Also sometimes exceptions can be made.
 - Hiding the services not recommended
 - Calendar defaults to today on the trip planner
 - User testing shows people keep the date current when planning
 - Questions/Comments
 - Griffin Cole: I would agree with that feedback, the more information you can provide the better it is for the user. Use as much of the decision process to the user as possible and allow them to make those decisions instead of choosing for them. The flip side is from a provider point of view, which would be the more the name gets out, the better, even if it does not work for that ride it might stick in their mind for future trips. It could be good for service growth.
 - Fares
 - Old find a ride website provider list example
 - Displays fare information next to “\$” symbol
 - In our test site one can find the information under “details”

- Can have fares displayed for services by tweaking these boxes manually, not pulling from data feeds. Can link to fare pages as well if there is a table or range of fares.
- Other trip planners
 - Metro trip planner: initial page does not show fares,
 - Mike Rimoin: go to view details to find that information
 - ST Planner: link to fare page
 - Google Maps: Real time information, vertical layout, no fare information but adds links to pages at the bottom.
- Shoreline ride on test site
 - Displays cost number under each option's trip duration
 - Fares on fixed route vs on demand presents a challenge
 - Sara: What about suggested fares or donations?
 - Laura: will have to talk about it with the technical partner meeting to figure out what our options to display this are.
 - Melissa Johnson: Idea as one of those services, would be fine with \$0 but with a text that says donations accepted.
 - Brock Howell: If the trip has multiple modes, is it indicated the overall costs or just one of the providers?
 - Laura: we do not know yet
 - Brock: the donation aspect could complicate it.
 - Amy Biggs: It is complicated for us at SVT, many of our buses are free, or free based on age, or donation based. It can differ on need, riders details, service.
 - Kristina S.: What if I start in a free zone and then collect when you get to the next zone?
 - Kunal (chat): How about disability / adult fares?
 - Laura: most just link to a fare table
 - Jeff: if someone identifies their own info could it be accounted for?
 - Laura: we are not there yet but it is an aim for Phase 2
- What is next?
 - What we know
 - What we need to study
 - Next Steps
 - Meet with Cambridge
 - Decide if there are small changes we can make now
 - Bring back fares
 - Imperfect solutions for now
 - Bring scenarios and options for the future
 - Make investments later
 - May be beneficial to wait as we design Phase 2 system to incorporate fares and booking in Phase 3
 - Brock Howell: seems most appropriate to do the sharing of information with rider. Based on survey data on why people

chose to ride transit is how fast it goes, cost is really low on that list. Most relevant information is what is the fastest way, cost is tertiary to most riders. As long as it is built in once you click on the option it should be sufficient over the next year and a half.

- Staci Sahoo: Do not currently have taxis in the system but not in the planner, that is a big distinction on where we draw the line on costs and why it is different in the old site.
- Laura Lee: When people call will a live agent be able to offer fare cost support?
 - Laura Loe: One Call support from TRL currently and partners at 211 for Pierce/Snohomish
- Kristina: powerchair details with dimensions/weight
- Dinah Stephens: One idea, could we have a layer where people could find where to power up their mobility devices?
 - Laura: very good idea, I want locations with bathrooms too, how can we help them find the complete trips?
 - Dinah: I will see if I can find a locations list

Sound Transit & ADA Paratransit; Emilie Pelfrene, Sound Transit

- Manager of paratransit/bus bridging from Sound Transit
- Sound transit ADA Paratransit?
 - Mandated by ADA along our fixed route
 - Link, T-Link and BRT
 - Service area overlaps with Operating Partners' Paratransit service, this is why you do not see ST branded ADA paratransit
 - Utilize partners' resources and align with their processes for their service
 - Eligibility determination, trip scheduling, etc. All done by county transit partners.
- Lynnwood Extension complications
 - Regional ADA Paratransit
 - 5 corridors when ST3 complete
 - 4 operating partners for ST
 - ST corridor along Link alignment and BRT routes crossing 3 counties
 - St will provide paratransit from Everett to Tacoma or Redmond along the BRT routes in the East
 - Someone going from Everett to Tacoma could endure 4 transfers if we do not have a solution
 - Current System
 - Transfer Points at the edge of each service area
 - Passengers are transferred from one service to the other
 - Average wait times of 35 min
 - No automated ETA exchange between systems leads to wait times
 - No integrated reservation system
 - Everyone has their own software or own version of software
 - Limitation of Current Systems

- Paratransit systems are isolated or uncoordinated
 - They care but they just do not have the visibility on what is coming up and where the passengers are. A game of telephone.
 - Inter-agency transfers are inefficient
 - On time performance barriers, shuttles taken out of the system
 - Operating partners are not interested in expanding service areas due to capacity concerns
 - Transfers are costly: wait times delay service and remove operators and vehicles out of service until transfer is complete
 - Operating partners are looking to Sound Transit to remedy the situation, since we are now obligated to provide cross-county service for ADA Paratransit
- We want regional paratransit
- It is complex
 - 5 agencies must agree on the solutions: Sound Transit can lead but cannot impose and force our partners to accept our decision
 - A county transit-provided solution could impact our partners' assets: software, fleet, and infrastructure – this is disruptive and costly
 - We want to address the whole region, not just sound transit's service areas
- Questions:
 - Emilie: We are looking to return in December and show what we have been working on for the last 2 years.
 - Laura Loe: thank you for sharing at this early stage

Phase 2 RFI Kevin Chambers, Full Path Transit Technology

- RFI
 - Months ago published request for potential Phase 2 vendors
 - Several companies took the time to respond with feedback that helps shape understanding
- Kevin Chambers on Next Steps
 - Problem: Fragmented System
 - Difficult to get the right ride from the complex web of services
 - Each agency has unique enrollment processes, typically manual in nature.
 - This leads to:
 - Barriers for riders
 - Burdens on agencies
 - Lack of coordination
 - ICAM grant opportunity, Hopelink proposed a system that will
 - Collect new rider intakes
 - Support streamlined eligibility determinations
 - Securely store eligibility information
 - Phase 2 Concept Diagram (alt text in powerpoint pdf)

- Find a ride phase 1a at the top. Arcadis and Cambridge Systematics as Phase 1 vendors.
- WIMS connects to UPD
- External sources could connect to data sharing solutions with secure partner sources.
- ICAM Project Goals
 - 405% decrease in time spent completing paperwork and registering for programs
 - 20% increase in users enrollment in at least one new service
 - 80% project satisfaction from partners.
- RFI Results
 - 2 Key themes
 - Data security
 - Strategic early work to ensure project success.
- Data Security
 - Four priority areas
 - Keep the tech simple to reduce vulnerabilities
 - Identify high-security components and design the system to protect them accordingly
 - Emphasize security policies and training as human error is the leading cause of breaches
 - Budget for security audits and third party tools to proactively manage risk.
 - Effective Planning
 - System Design: secure stakeholder agreement on requirements before development begins
 - Project Phasing: Starts with a carefully selected, diverse group of pilot agencies
 - Ownership & Governance: Establish clear lines of responsibility
 - Support efforts to streamline the rider onboarding process
 - Next Step: think about how your organization can reduce complexity in its eligibility criteria, process, and rules.
 - Engage and promote the inclusive planning and co-design process
 - Share your ideas, connect us with experts and help us include missing voices in these conversations
 - Help assemble and garner buy-in for the pilot agencies
 - Consider joining this effort in its early phases or encouraging other organizations to join
- Conclusion: collaboration and collective commitment are critical to phase 2

Notes from the Chat:

- Sept 5th RARET Tabletop Exercise Registration Link (Deadline 08/22/25): <https://www.cognitoforms.com/hopelink4/raretpntabletopregistration2025>
 - We really encourage you to share with your colleagues who might work on emergency response for transportation or just wildfire and smoke response more generally!
 - questions can be sent to DSydnor@hopelink.org
- From Staci: Most recent example of using Find a Ride showed me that even though Seward Park is outside the official Metro Flex boundary, I could take that service and just do a short walk to get into the park. So appreciate the trip planner to assess the full journey!
- From Kimberly: Rather than site visit and site view, consider using page visit and page view: <https://www.indeed.com/career-advice/career-development/page-views-vs-visits>
- Phase 2 Celebrations:
 - Lots of emojis!
 - Thank you to everyone that wrote a letter of support for this phase!!! You will be the source of the information for this phase! Thanks everyone for challenging us and allowing us to learn from you. We have learned SO much that only improves our program
- Fares Discussion:
 - From Kunal: How about disability / adult fares?
 - From Laura Lee: When people call will a live agent be able to offer fare cost support?
 - From Griffin: Just a thought to share... has a fare range been considered? 0-\$3, \$3.01-\$5.00, etc.
- Future Trip Planner search feature, from Kimberly: Just wondering if there are plugs at transit stations? King County Library System allows charging,
- Sound Transit Presentation:
 - Multi-County trips for people with disabilities: From Kimberly: (some people might need to) spend a day to get there, stay overnight in a hotel, go to concert, spend the night in a hotel again and then another day to get home. (Trips can really vary based) on the time of day. Todd added: And the construction schedule on the ship canal bridge! Kimberly Continued: Can't forget to pack food and water when you travel too or you could face medical issues for lack of food or water. You can also forget about the immediate access nor cleanliness of bathroom facilities.
 - Brock asks: Today, how does ST determine how much to compensate CT, Metro, ET, and PT for providing paratransit services? Emilie responds: We're going with the old fashioned 50%-50% concept
- Phase 2 Readiness report <https://www.kcmobility.org/find-a-ride-phase-2-readiness>; <https://irp.cdn-website.com/c86a044e/files/uploaded/Final+Phase+2+Readiness+and+RFI+Rep>

[ort+August+2025.pdf](#) Thanks to respondents: Cambridge Systematics, CaseWorthy, DemandTrans, Spare Labs, TransitOps, Ready Computing

- PII = Personally Identifiable Information
- From Kimberly Meck to Everyone: I like that... Youth, Full Fare, Honored Citizen (instead of senior). Now if we could come up with one for Disabled Person/Person with a Disability - How about Accessible Fare?
- From Dean: Something to consider about the capacity to reduce complexity is that some transportation partners have to follow rules/guidance outlined by external authorities. This can constrain how streamlining can happen.
- From Pran: I think Eligibility Criteria should be the same, and organizations can suggest how to reduce complexity.
- From Laura: Who is missing today? Who do we need to make sure to include? What introductions might be most useful for Phase 2?

Upcoming Meetings:

King County Mobility Coalition

August 19, 2025
9:30 – 11 am

Tabletop: RARET (Regional Alliance for Resilient and Equitable Transportation)

September 5, 2025
Multiple Locations (Pierce, King, and Snohomish)
[Register ASAP – Please come in person!](#)

Staff Support:

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Americans with Disabilities Act (ADA) Information

This material can be made available in an alternate format by emailing the Mobility Management Team at mobility@hopelink.org or by calling (425) 943-6760.

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