

Find a Ride Advisory Committee Meeting Agenda

Monday, June 8th, 2026 from 1 pm – 2:45 pm

Meeting goals:

1) Officially kick off Phase 2 for shared understanding; 2) Learn about recent efforts of Phase 2, including a successful Hackathon and finalizing timeline and scope; 3) discuss recruitment for various engagement opportunities for Phase 2; and 4) Partner roundtable.

Time	
1:05 – 1:15 pm	Welcome & Committee Guidelines & Announcements
1:15 – 1:20 pm	New Find a Ride Program Team – Dean Sydnor
1:20 – 1:35 pm	Find a Ride: Kicking Off Phase 2 – Kevin Chambers, Full Path Transit Technology
1:35 – 1:50 pm	Phase 2 Work to Date
	<ul style="list-style-type: none">• Phase 2 Human Centered Design Approach and Timeline – Staci Sahoo• Phase 2 Hackathon Results – Grace Georgitsis
1:50 – 2:05 pm	Discussion: Recruiting for Phase 2 <ul style="list-style-type: none">• Community Compensation
2:10 – 2:20 pm	Partner Roundtable
2:25 – 2:30 pm	Action Items & Next Steps
2:30 – 2:45 pm	Network Time

Next Meeting: Find a Ride Advisory on Monday, August 10th, 2026 from 1 pm – 2:45 pm.

Action Items:

- Invite colleagues who work in assessment design, eligibility determination, or program intake to join our intake taskforce or advisory committee
- Let us know if you have any feedback on the cadence of meetings or if you know anyone who would be able to contribute to this discussion and is not already involved
- Reach out to Grace if you are interested in joining the taskforce meetings, which are set to begin in early July

Meeting Notes:

Kicking off Phase 2 – Kevin Chambers, Full path technologies

- The problems we are trying to solve with Phase 1 and Phase 2 are related but different;
 - Phase 1 – Solving the problem of people not knowing what options are available to them. To solve this problem, we created a resource navigation website where people could find out about services available based on eligibility, including specialized services.
 - This led to the trip planner, which gave a realistic picture of what resources might be available for a specific trip
 - We will continue to maintain Phase 1 and keep it updated and accurate as we build out Phase 2
 - Phase 2 – Solving the problem of a high administrative burden for people who need to apply to multiple services to cover all their transportation needs. To solve this problem, we are trying to streamline the eligibility determination and rider intake processes to ease the burden on riders, assistors, and transportation providers.
 - We are also trying to solve the problem of riders not knowing about the resources available that could meet their transportation needs but are not necessarily wheels-on-the-ground transportation services. For example, reduced-fair ORCA cards.
 - We hope this solution will also reduce the burden on transportation providers by streamlining their intake processes and potentially diverting some people to other resources.
- Funding for this project is through the Innovative Coordinated Access and Mobility (ICAM) grant opportunity
 - In our grant application we proposed a system that will collect rider intakes electronically, support streamlined eligibility determinations, and securely store eligibility information. The idea is that the rider or assistor creates one application and that application becomes available to all the agencies they are applying to. Information sharing should be legible and intuitive for everyone who is involved.
- Parallel tracks of effort in developing Phase 2

- **Intake task force** will focus on streamlining the eligibility determination and intake processes for the region
- **Human centered design** work will be supported by Anthrotech - What is the product going to look and feel like, how will users interact with this system?
- **Architectural and security design** work supported by FullPath (Kevin Chambers) and Tech Advisors - This refers to how the components of the system will work together and how we will set up the requirements that will need to go out for the RFP process to get a contractor to build the final product.
- **Pilot agencies** – We will need to determine which agencies will be the best fit for the pilot and who among those agencies are willing and able to participate in this pilot.
- **Engaging the providers** who will be taking part in this system after the initial pilot stage - We want to set up a sequence of events so we can scale smoothly and sustainably, starting with a few pilot agencies and moving towards a system which includes all of the specialized transportation providers in the region.
- Comparing agency involvement in Phase 1 and Phase 2 – in Phase 1, we mainly engage with agencies to get accurate information on the services they provide as well as to ensure the data we had for their services was up to date. For the most part, this engagement did not directly touch daily operations. In Phase 2, we will be building a tool that would be used by agency frontline staff, so we will try to engage those staff and understand how this tool will affect their daily workflows.

Discussion:

- Matthew Weidner notes that Phase 2 seems similar to the Common App used for college applications
 - Staci points out that a difference between the two is that with common app you already know what schools you want to apply for, with Phase 2 users might not know what services they might be eligible for before they fill out this generalized application.
- The 2020 [Business Plan](#) and the [Roadmap](#) are both very helpful reference documents to understand the overarching vision of the project. The goal of this project is for people to be able to book all of the transportation they need in one place, but a

multi-phased approach is necessary to build out this One Call/One Click system sustainably

- Todd Holloway: Love the idea and how you've gone about this, and I think there is some obligation by community partners outside of transportation to make some investment. For example, having Independent Living Centers can show community members how to use Find a Ride so those community members can then spread the knowledge among their peers.
- Staci: Want to point out that we see this as a tool both for users and for assisters, whether you are using this tool for yourself or for someone else we want it to work well in both situations
- Kevin: Phase 1 technology was really focused on transit data and tools like Open Trip Planner, Phase 2 will be more like tools used in social services, case management, and information referral. This kind of technology has already been successfully created and used, and we are hoping to learn from existing tools. In Phase 2 it will be key for us to fold in all the knowledge we can from across many different domains.

Phase 2 Scope

- Have done great inclusive planning in Phase one and now for Phase 2 we will be using a human-centered design approach and focusing on creating a positive user experience
- The goal is to develop a prototype and iterate from that using feedback from advisory committee, community partners, and testers on task flow and appearance. After iterating upon the initial prototype we plan to create a "Hi-fi" prototype, develop the final design, and then take that design to procurement.
- Lots of technical support from Hackathon participants, technical advisors, and consultants to ensure the user experience and backend pieces are ready to go.

Phase 2 Timeline – May 2026 to October of 2027

- We will be working on the eligibility and intake processes at the same time the user experience is designed. The intake analysis will go from June 2026 to Spring of 2027, while the design will be from July of 2026 to February 2026.
- Plan to go into procurement in January 2027 and launch product by Fall 2027

- Before procurement, want to hold a data security summit in Fall of 2026 and select pilot agencies to take part in initial version of the project

Hackathon overview

- In April 2026, Hack for Social Impact hosted a hackathon in Seattle and Hopelink's Find a Ride team posed Phase 2 as a problem for the hackers to solve. The "RideReady" team, won the hackathon with their conceptual design of Phase 2.
- More information can be found in the blog post here: [Find a Ride Phase 2 at Hack for Social Impact's 2026 Hackathon](#)
- The RideReady team members are interested in continuing to work with us to create a prototype of the Phase 2 user experience design

Discussion:

- Kevin and Dorene emphasize that in technology circles "Hacker" is not seen as a malicious term but rather refers to someone who is dedicated and technically savvy, and that Hackathons are a way for people to work on problems they wouldn't be able to address in their normal job.

Phase 2 Recruitment/Engagement -

- We will continue to hold advisory meetings on a bi-monthly basis, although this is subject to change depending on need and capacity. We will also continue to meet with our technical advisors on a regular basis, and the next Technical Advisors meeting is next Thursday. In the Technical Advisors meetings we will continue to talk about Phase 1 maintenance, as well as the integration of Phase 1 and 2
- We are sunsetting the inclusive planning taskforce and will stand up a new Intake taskforce to help understand, analyze, and craft eligibility standards to be used in designing the backend of Phase 2. Meetings for this taskforce will begin in early July.
- We will start recruiting pilot agencies soon
- We are tentatively planning the Data Security and Privacies Summit for October or November and want this to be a robust event with a broad audience. Staci encouraged advisory committee members to invite colleagues who may work in the legal or IT sphere to join and provide their expertise.

Relaunching Community compensation

- Previously called an honorarium
- Anyone with either lived experience or low income AND not otherwise being compensated for their time can be paid at a rate of \$57 per hour. There is also a [new submittal form](#) for compensation.
 - Dorene provides feedback about how advisors accepting this honorarium will need to be mindful of the benefits cliff
 - Staci responds that this is excellent feedback that we will put in our report to the state about supporting people in accepting this compensation
 - Todd points out that with work qualifications for benefits changing many people will have more questions about how compensation works
 - Karen comments that instead of giving people cash that money could be put towards a utility bill instead, and Alex O'Reilley asks if a Safeway giftcard would work

Partner Roundtable

- Todd asks Dean, for those who are in multiple transportation coalitions which might not be associated with Find a Ride, should we bring in partners we have from healthcare spaces
 - Dean points out to be mindful of how people's time is being used and to be mindful of the geography that person works in
- Amy updates that SVT has a new route that goes out to Edgewick and back and also out to cedar falls
 - SVT is currently working with Optibus to make sure the GTFS feeds are updated
 - Staci notes we will still be keeping Phase 1 tools maintained and staying up to date on what services are available
- Lyn shares that the KCMC [Storymap](#) has been published on the KCMobility site
 - Lyn encourages committee members to share out the Storymap and lets everyone know she is available If anyone wanted to talk about creating a similar project
 - Alex O'Reilly says she would love to create an article about the Storymap project for the Seattle Aging and Disability Services newsletter

Staff Support:

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