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Overview

2025 included several milestones towards Find a Ride's [Phase 1 Roadmap](#) goals and also began our [Phase 2 efforts](#). This achievement document highlights major accomplishments, partnerships, and meetings.

Project Description

The current transportation system burdens community members to find rides on their own. A "one-call/one-click" system seeks to connect community members to transportation services that meet their needs through a centralized trip-planning and ride-request service. In 2018, we asked community, through a grant-funded inclusive planning process, how we could better support mobility for *older adults and people with disabilities*. Thus began our One-Call/One-Click journey. Our



program also focuses on the unique mobility needs of rural transit riders, low-income community, people with limited English proficiency, and veterans.

[Find a Ride Advisory Committee](#)

During 2025, the Advisory Committee met six times with a total of 181 attendees. There were 37 unique organizations represented at our meetings including human services, transit agencies, specialized transportation providers, community advocates, and organizations focused on people with disabilities and older adult services. Not including staff support, we had 34 active attendees and 37 organizations represented; (compare this to 2023 when we had 21 attendees and 16 active organizations). We have grown enthusiasm, interest, and partnership commitments over the last two years!

Additionally, we convened technical advisor meetings, with additional organizations and individuals from Pierce, King, and Snohomish counties contributing to the Find a Ride program in meaningful ways. In late 2025 we launched our Inclusive Planning Taskforce to support Phase 2. We are grateful for all the feedback, guidance, and community education support from our Advisory Committee, and Hopelink's Mobility Team.



Find a Ride Community Active Partners

- Bellevue Network on Aging
- Catholic Community Services
- Center for Independence
- City of Kirkland
- Community Transit
- Crisis Connections
- Disability Empowerment Center
- Everett Transit
- Full Path Transit Technology
- HealthierHere
- Homage Senior Services
- Indian American Community Services
- King County Metro
- King County Mobility Coalition
- King County RALS
- Molina Healthcare
- Northshore Senior Center
- Pierce County Coordinated Transportation Coalition
- Pierce Transit
- PSRC
- RTAP
- Seattle Department of Transportation
- Seattle/King County Aging and Disability Services
- Snoqualmie Valley Transportation
- Snotrac
- Snow Goose
- Sound Generations
- Sound Transit
- System Users & People with Lived Experience
- UW's Taskar Center for Accessible Technology
- Volunteers of America
- Washington State Department of Transportation



Chelsea and Laura traveled to Washington DC in mid-December 2025.

Presentations at our 2025 meetings included WSDOT's Website Accessibility, Northshore Senior Center's transportation program, HealthierHere Overview, Sound Transit's ADA Paratransit, Access Pierce, and HealthierHere's Data Policy.

2025 Program Highlights

One-Call

- Acquired a 1-888 number for 3-county “One-Call” experience.
 - Former 211’s provide phone support in Pierce and Snohomish Counties.
 - Transportation Resources Line, part of the Community Living Connections network, is operated by Hopelink in King County.
- Underwent a months-long collaborative process to create messages for the phone line that are simple and effective.

Outreach and Engagement

- Online presentations to assistor communities, see list on page 5.
- Relying increasingly on partnership marketing across 3-counties to educate community about the program.

Marketing

- Printed and distributed fliers across three counties.
- Designed and distributed swag for tabling events.
- Designed a new rack card based on Mobility Team feedback and support from Hopelink’s Marketing Communications Team. All materials were professionally translated into Find a Ride’s 15 languages.
- Produced content for the King County Mobility Coalition Blog, including our [communications toolkit](#).

Phase 2 Launch

- [Request for Information & Report](#) w/ Full Path Transit Technology.
- Launched the Inclusive Planning Taskforce.
- New Senior Manager hired. *Welcome, Chelsea Nelson!*
- Traveled to D.C. for the Coordinating Council on Access and Mobility Technical Assistance Center (CCAM-TAC) Innovative Coordinated Access and Mobility (ICAM) Collaborative Learning Event.



Software Development

- Continued coordination with Trillium, Arcadis IBI, Cambridge Systematics, and Full-Path Transit Technology.
- Re-engaged with Anthro-Tech for an accessibility audit for enhancements from Cambridge Systematics.

Transportation Resources Line (TRL)

- TRL in King County provided approximately 550 community members with mobility navigation and support by phone and e-mail.
- Congrats to our Mobility Specialist, Roz, who received recognition for her work at the annual WSTA conference.



Find a Ride Website & Trip Planner

- 14,811 website visits (63% Desktop; 37% Mobile).
- From the website: 129 click to call and eighty-nine emails.
- From the trip planner: 3,471 trips planned.
 - *These are similar numbers to 2024.*
 - As we expand our marketing to Snohomish and Pierce County, we plan to see our numbers grow in 2026.
- We made improvements to the FindARide.org website with support from Hopelink Marketing Communications and the Mobility Team. (See photos on page 6).
- We launched significant enhancements in our Sandbox testing website for the trip planner, which we hope to make publicly available in Winter 2026.
- There are currently 47 Providers discoverable in the Trip Planner, and over 90 in our searchable directory at FindARide.org.
- Clients and assistors report using our website to successfully understand regional mobility options and plan trips.

Community Presentations

- **In-person**

- Tabled at Google Kirkland
- Tabled at White Cane Day
- Tabled at Seattle Design Festival
- IACS Transportation Ambassador presentation and Demo
- CTA-NW Conference
- ICAM Collaborative Learning in Washington D.C.
- Hopelink Food Market
- Kin On
- Community Living Connections
- Open The Paths Conference

- **Virtual**

- Snotrac
- Hopelink CS/OE/Facilities
- Training for VOA - Snohomish
- NADTC Roundtable
- SDOT Lunch & Learn
- Commute Seattle
- Sno-Valley Staff
- Eastside Easy Riders Collaborative
- Kansas Moves
- NADTC Every Ride Counts Webinar

There were additional small-group meetings throughout the year with people interested in learning about Find a Ride, locally in King County, state-wide, and nationally.

For more information, please contact Laura Loe, Program Manager, Find a Ride, lloe@hopelink.org, 425-941-6791 or visit [Find a Ride's Project Website](#).



Screenshots of Website Improvements:

The image displays two side-by-side screenshots of the hope link website, illustrating improvements in the trip planner interface.

Left Screenshot (Original Trip Planner):

- Header:** Trip Planner, Provider List, More Resources, About Us.
- Alert Bar:** Be aware of flood impacts across the region. If someone requires lifeguard assistance, or finds themselves in danger please contact 911.
- Form:** Find your ride on Find a Ride. Includes fields for Starting Location, Destination, Depart at / Arrive by (radio buttons for Depart at and Arrive by), Date of Trip (12/26/2025), and Time of Trip (09 : 31 AM). A "PLAN YOUR TRIP" button is centered over a map of the Seattle area.
- Support Section:** Need Email & Phone Support? What is the Provider List? Learn More! (links to In King County, In Pierce County, and In Snohomish County).
- Feedback:** Your feedback will help us make improvements!
- Logos:** WSDOT, King County METRO, and hope link.

Right Screenshot (Improved Trip Planner):

- Header:** Trip Planner, Provider List, More Resources, About Us.
- Alert Bar:** Be aware of flood impacts across the region. If someone requires lifeguard assistance, or finds themselves in danger please contact 911. A "Plan A Trip in Our Trip Planner!" button is present.
- Form:** Trip Origin (dropdown menu with options: My Location, Snohomish County, North King County, Seattle Area, East King County, Snoqualmie Valley, South King County, Pierce County) and Accessibility Needs (dropdown menu with options: Any, Medical Trip? (Yes/No)). A "Provider List" button is located on the map.
- Map:** A detailed map of the Seattle and surrounding areas, including Everett, Snohomish County, King County, and Pierce County.
- Section:** Finding Your Best Transportation Options.
- Logos:** hope link, CONTACT US (mailto:feedback@hopelink.org, 1-888-697-9080), and Interpreters available upon request.
- Page Footer:** © 2025 HOPELINK. All rights reserved. Accessibility Statement | Privacy | Terms of Use. Website by Tulara.

The image shows a screenshot of the "Plan a Trip - SANDBOX TEST SITE" interface.

Header: ENGLISH.

Alert Bar: Test Alert: In the future this alert will contain information about adverse weather, major service disruptions, and other emergency alerts. Thank you to our [RARET partners](#) for suggesting this new feature.

Form: SEARCH USING MAP. Includes fields for Starting Location, Destination, Depart at / Arrive by (radio buttons for Depart at and Arrive by), Date of Trip (12/26/2025), and Time of Trip (09 : 33 AM). A "PLAN YOUR TRIP" button is centered over a map of the Seattle area.

Page Footer: v1.4.4, Feedback, Contact Us.



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.

Title VI Notice to Public

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance. Hopelink is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. If you believe you have been subjected to discrimination under Title VI, you may file a complaint with Hopelink's Title VI Coordinator. For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact Hopelink's Title VI Coordinator at (425) 869-6000 or TitleVI@hopelink.org.

