<table>
<thead>
<tr>
<th>Welcome!</th>
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<tbody>
<tr>
<td>One-Call/One-Click Advisory Committee</td>
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<tr>
<td>Please adjust your name to include your agency or affiliation</td>
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<tr>
<td>Laura Loe, she/her, Hopelink</td>
</tr>
<tr>
<td>The meeting will begin at 1:03 PM</td>
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</table>
One-Call/One-Click Advisory Committee
June 26, 2023
1-3 pm

Multi-modal trip planner and referral system
The One-Call/ One-Click Advisory Committee welcomes and values all communities. We value, respect, and honor the identity and experience of all members.

We encourage everyone to participate, regardless of ability. We are committed to listening, learning, and improving in this process.

We acknowledge that the work we do takes place on the traditional land of the Coast Salish and Duwamish peoples, among others, as the first people of this county. We honor with gratitude the land itself and past, present, and future of these tribes.
There are 29 federally recognized tribes throughout Washington and they are: Chehalis, Colville, Cowlitz, Hoh, Jamestown S’Klallam, Kalispel, Lower Elwha Klallam, Lummi, Makah, Muckleshoot, Nisqually, Nooksack, Port Gamble S’Klallam, Puyallup, Quileute, Quinault, Samish, Sauk-Suiattle, Shoalwater Bay, Skokomish, Snoqualmie, Spokane, Squaxin Island, Stillaguamish, Suquamish, Swinomish, Tulalip, Upper Skagit, and Yakama. ALA would also like to recognize Duwamish, Wanapum, and Chinook, these tribes are not recognized by the U.S. federal government but have had a long history in present-day Washington.

https://www.ala.org/aboutala/indigenous-tribes-seattle-and-washington

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Today’s Agenda

1. Welcome and Introductions
2. Every Ride Counts Pilot & Partnership Marketing
3. Project Milestones
4. User Testing Phase 1a Progress & Slido Poll
5. Partnership Marketing (Continued)
6. Next Steps and Closing
Committee Guidelines

Be present
Listen for understanding

Learn from each other
Share from your own experience
Respect confidentiality
Monitor your airtime

Culture of Abundance
Practice “both/and” thinking

Allow “ouch” and “oops”
Speak your discomfort & your truth
Intent is different from impact

What else?
Please add your ideas in the chat or raise your hand to unmute
Introductions

Name

Pronouns, if comfortable

Organization or Affiliation

Favorite Video Game
Meeting Goals for attendees

1. Learn: Find a Ride Milestones
2. Cheerlead: User Testing Phase 1a Progress
3. Discuss: Website Words
One-Call/ One-Click
Hopelink Mobility Team Structure

<table>
<thead>
<tr>
<th>Program Manager</th>
<th>Project Director</th>
<th>KCMC Coalition Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laura Loe</td>
<td>Staci Sahoo</td>
<td>Bree Boyce</td>
</tr>
<tr>
<td>Program Manager</td>
<td>Director</td>
<td>Senior Manager of Coalitions</td>
</tr>
<tr>
<td>Find a Ride</td>
<td>Mobility Management</td>
<td>Mobility Management</td>
</tr>
<tr>
<td><a href="mailto:lloe@hopelink.org">lloe@hopelink.org</a></td>
<td><a href="mailto:ssahoo@hopelink.org">ssahoo@hopelink.org</a></td>
<td><a href="mailto:bboyce@hopelink.org">bboyce@hopelink.org</a></td>
</tr>
<tr>
<td>(425) 941-6791</td>
<td>(425) 943-6769</td>
<td>(425)943-6751</td>
</tr>
</tbody>
</table>
Question and Answer
Every Ride Counts (ERC) Pilot

NADTC & The Hatcher Group

Test and Adapt ERC materials for Central Puget Sound

Contribute to a study

More info to come!
Every Ride Counts Pilot

Campaign Guidance

Fantastic resource!


Pages 11 & 12
Question and Answer
Project Updates

- Program Funding Updates
- Transportation Providers
- Technical Updates
Program Funding Updates

Washington State Department of Transportation
Transportation Programs List — 
_Update will be sent out in July_
Software Partners & Data Creators

... and more!
“This has never been done before”

- Large geographies of flex data
- Abundance of distinct flex services being “consumed” by a trip planner and “competing” for attention
- Eligibilities and User Profile interactions
- Technical Advisors Meeting tomorrow!
Current Phase Timeline

- User Testing + Accessibility Audit
  April to July

- Improvements & Remediation
  Summer 2023

- Every Ride Counts Marketing
  Summer 2023

- Transportation Provider Meetings
  Summer 2023

- Beta Launch
  Fall 2023

- One-Call Relaunch
  Winter 2024

Data Creation, Validation, and Maintenance
Continuous

Updated 6/22/2023
Transportation Provider Demos

- Community Transit & Zip Alderwood
- Metro Customer Information
  - Technological Resources & Solutions (CITRS) & Metro Flex
- Pierce Transit & Pierce Runner
User Testing Feedback Trends

Transportation Providers:
• “Call to Schedule”
• Trip Duration
• Data accuracy
User Testing Feedback Trends

Non-Transportation Providers
• Is this real time information? When will it be?
• What is the definition of Specialized Transportation?
• What fields are required for the User Profile?
• Will the pages have more instructions on them?
Updates based on testing

- 40+ changes to the site language in the last two months
- 48 test trips have been identified for weekly testing *
- Bugs: 40 resolved, 10 assigned bugs, 13 received bugs, 2 duplicates
- Wishlist: 21 requests for future builds
Parameters for Trips

• Future meeting topic
• How do we set the parameters for trips
• For example – A volunteer shuttle combined with a fixed bus route
• Working with Project Partners, Technical Advisors and all of you!
Transportation Options for Your Trip

1402 3E Everett Way, Everett, WA 98208
2720 Hoyt Ave, Everett, WA 98201

Depart at: 6/22/2023 01:42 PM

Homage Senior Services - Pay Your Pal

Pay Your Pal
Plan ahead for this trip.
12 min Specialized Transportation (estimated)

Homage Senior Services - TAP

Transportation Assistance Program (TAP)
Plan ahead for this trip.
12 min Specialized Transportation (estimated)

Everett Transit
1:54 PM to 2:32 PM
37 min (Transit: 29 min, Walk: 8 min, Wait Time: 0 min)
Join at slido.com #9122 936
Slido Poll Q1

How should we define Specialized Transportation?

• (e.g. plan ahead services, demand response, micro transit)
• (e.g. ADA paratransit, demand-response vans, or volunteer transportation programs)
• (Includes services requiring eligibility verification for older adults, people with disabilities, people with low incomes, youth, and other people with mobility challenges.)
• Other - please type in chat or email your suggestion
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transit (e.g., bus, rail, ferry)</td>
<td></td>
</tr>
<tr>
<td>Specialized Transportation</td>
<td>(e.g., plan ahead services, demand response, micro transit)</td>
</tr>
<tr>
<td>Taxi</td>
<td></td>
</tr>
<tr>
<td>Walk</td>
<td></td>
</tr>
<tr>
<td>Drive</td>
<td></td>
</tr>
<tr>
<td>Bicycle</td>
<td></td>
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</tbody>
</table>
Slido Poll Q2

Should we change the word cancel on the Service Description pop-out?

• Yes
• Add instructions to clarify
• No changes are needed
• Other
Service

Phone: (425) 423-8517

Email: tap@homage.org

Website: https://homage.org/transportation/

Description: Homage Transportation Assistance Program (TAP) provides a special needs transportation for older adults and people with disabilities outside the Community Transit Dial-a-Ride (DART) service area. TAP connects people to services, health care, senior centers, shopping, recreation and more. We go any place that Community Transit DART or Everett Paratransit doesn't go. (Rural areas) Office hours to call: 7:00 am - 4:00 pm. Call today to complete the application process and find out if you are eligible.

accommodations provided: Folding Wheelchair, Motorized Wheelchair, Curb-to-curb, Door-to-Door, Wheelchair Accessible

Eligible Purposes: Plan ahead for this service.
Slido Poll Q3

What should it say instead of Call to Schedule?

• Plan Ahead For This Trip
• Plan Ahead
• Schedule Ahead
• Contact Provider to Schedule
• Other (type in chat or email your thoughts)
Join at
slido.com
#9122 936
Transportation Options for Your Event

- Alderwood Mall Parkway
- 3711 196th St SW, Lynnwood, WA 98036

Depart at: 6/22/2023, 12:32 PM

Zip Alderwood Shuttle

Plan ahead for this trip.

4 min Specialized Transportation (estimated)

SHOW DETAILS
Question and Answer
Central Puget Sound’s Multimodal Trip Planner and Referral System
Every Ride Counts Pilot & Beta Test Discussion

- When are we ready?
- What are the guiding principles around trust?
- How do we communicate with people who haven’t heard about the OC/OC Project?
Question and Answer
Next Meetings

Technical Advisor Meeting
June 27, 2023 10 am

Advisory Meeting
August 28, 2023 1-3 pm

User Testing Taskforce – Reconvene in September.
Thank You!

Laura will remain on the meeting for an additional 10 minutes for 1:1 or small group discussion.

Laura Loe
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lloe@hopelink.org
(425) 941-6791

Staci Sahoo
Director, Mobility Management
ssahoo@hopelink.org
(425) 943-6769