



One-Call/One-Click Advisory Committee

Multi-modal trip planner and referral system



hopelink

King County
MOBILITYCOALITION

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Welcome to the meeting!

Please adjust your name to include your agency
(ex: Bebhinn Gilbert, she/her, Hopelink)

The meeting will begin at 10AM.



We Welcome Everyone

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.



Today's Agenda

1. Introductions
2. One-Call/One-Click Overview
3. Advisory Committee Overview
4. Discussion: Must Have Features
5. Next Steps



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 and your truth
- Intent is different than impact

Anything missing?



Introductions

1. Name
2. Pronouns
3. Organization (if applicable)
4. Have you previously engaged in our One-Call/One-Click planning?
If yes, then share how.



One-Call/One-Click: Setting the Stage

What is One-Call/One-Click?

- Inform the public about most, if not all, available transportation options for all populations in a given geographic area.
 - In their full deployment, One-Call/One-Click systems enable users to access trip information; where required, confirm eligibility for and book trips; and pay for trips.
 - Allows community members to plan and implement travel within a single system or seamlessly across multiple systems.
- There is no “one” way to create a One-Call/One-Click.
- Ongoing process – add new functions over the years.
 - The Central Puget Sound’s current system, www.FindARide.org, was conceived in the mid-2010s.



Source: FTA, MSA, https://www.its.dot.gov/research_archives/msaa/

Why a One-Call/One-Click?

- Current landscape places the burden on the user to find a ride, navigating nuanced eligibility requirements.
- Specialized transportation is difficult for users, information & referral specialists, and caregivers to understand.
- Siloed transportation outreach to customers.
- Little optimization of the transportation network to ensure a user gets their most appropriate ride at the lowest cost to the system.

Central Puget Sound's One-Call/One-Click

- Led with inclusive planning; focused on the user.
- Thought regionally – King County led, with Snohomish and Pierce partners.
- Unique user cases such as emergency management and healthcare.
- Phase 1 funds by Washington State Department of Transportation's Consolidated Grant.
 - Match support from Hopelink, King County Metro, Sound Transit, and Aging and Disability Services.
- National spotlight as an ITS4US Deployment Site.



Phase 1 Overview: Scope & Timeline



Mobility for All 2020

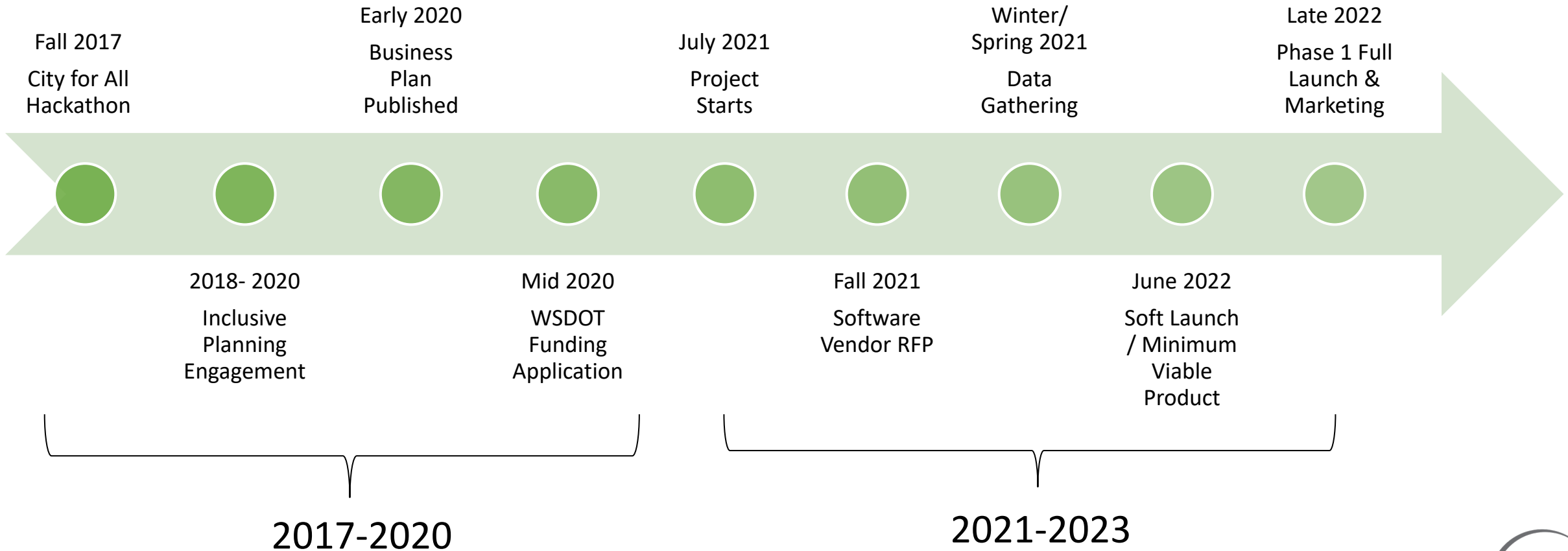
One-Call/One-Click Business Plan

What is included in Phase 1?

- Multi-modal trip planner
- Request a ride that requires advanced booking
- User profiles
- Features for end user and “assistor” model

More details from our inclusive planning process available in our Business Plan: <https://bit.ly/3okRrQO>

Timeline





Why are you here?

One-Call/One-Click Advisory Committee

Your Role on Advisory Committee

- You are our community experts!
 - Representing community members, assistors, and transportation providers
 - Intentional for cross-sector and geographic reach
- Provide feedback on critical milestones
 - Coming up: Request for Proposal Preparation
- Does not replace continued community engagement

Current Committee Affiliations

- Aging and Disability Services
- Community Advocates
- City of Bellevue
- City of Seattle
- Chinese Information & Service Center
- Hopelink
- Indian American Community Services
- King County Metro
- Muckleshoot Tribe
- Northshore Senior Center
- Pierce County United Way 211
- Seattle Children's Hospital
- Snoqualmie Valley Transportation
- Snotrac
- Sound Generations
- Sound Transit
- Volunteer Services of CCS



Discussion: Must Have Features



Prioritizing Features: Must Haves

- We have limited time and funds to implement everything.
- All features are important, but we prioritize to deliver the greatest and most immediate benefits early.
- **Must Have:** Describes a feature that must be satisfied in the final solution for the solution to be considered a success.
 - Asks the question, “what happens if we don’t have this feature?” If the answer is “cancel the project, there’s no point without it,” then it’s a Must Have feature
 - Differs from “Should Have”, which is important but not vital
 - Example: call-in option
- **Note:** We cannot guarantee everything in Phase 1 due to technological advances or institutional capacity, but will be considered as part of the larger vision



1-2-4-All

- One Minute – Reflect silently on the question: What is **at least one must have feature** for Phase 1 of our One-Call/One-Click?
- Two Minutes – Find a partner and share your ideas
- Four Minutes – In groups of four, share your ideas. Note similarities and differences.
- Seven Minutes – In the whole group, share two or three ideas from your small groups.

Next Steps

1. Continue to hear feedback
2. Publish press release, website, & FAQs
3. Develop user cases
4. Finalize our must haves, should haves, and could haves
5. Finalize role as ITS4US Deployment site
6. Prepare and publish Request for Proposal by November 1st



Next Meeting

In late September, please complete Doodle Poll



Thank You!

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