



One-Call/One-Click Advisory Committee

Multi-modal trip planner and referral system



hopelink

King County
MOBILITYCOALITION

The slide features decorative curved lines in the top-left and bottom-right corners. The top-left corner has a thick, multi-layered arc in shades of light green and blue. The bottom-right corner has a similar thick, multi-layered arc in shades of light blue and green.

Welcome to the meeting!

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

The meeting will begin at 1 PM.



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. Review Membership
3. Phase One: Progress Report
4. Review & Discuss User Needs + Priorities
5. Next Steps + 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 and your truth
- Intent is different than impact

Anything missing?



Introductions

1. Name
2. Pronouns
3. Organization (if applicable)
4. Recent Success

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
- WSDOT

Phase 1 Progress:

Coordinating Efforts

Data Standards, Creation,
and Maintenance



Customer-Facing Products



Stakeholder Engagement

- Recent Presentations:
 - RARET
 - Snotrac
 - SKCMC
 - IACS Youth Advisory Group
- Upcoming:
 - King County Hospitals
 - WA Tribal Transit
 - King County Transit Advisory Committee
 - Mobility Coalitions
 - Stakeholder Interviews



What Have We Heard?

- Tool must make it easier to intake specialized services
- Desire to know about accessibility elements at pedestrian and transit facilities
- Needs may be different if you're a frequent user or first-timer
- Want to capture “near-misses” to trips that cannot be fulfilled with existing options
- Offer clarity on data privacy standards
- One-Call/One-Click may be used by emergency managers but will not replace emergency evacuation procedures

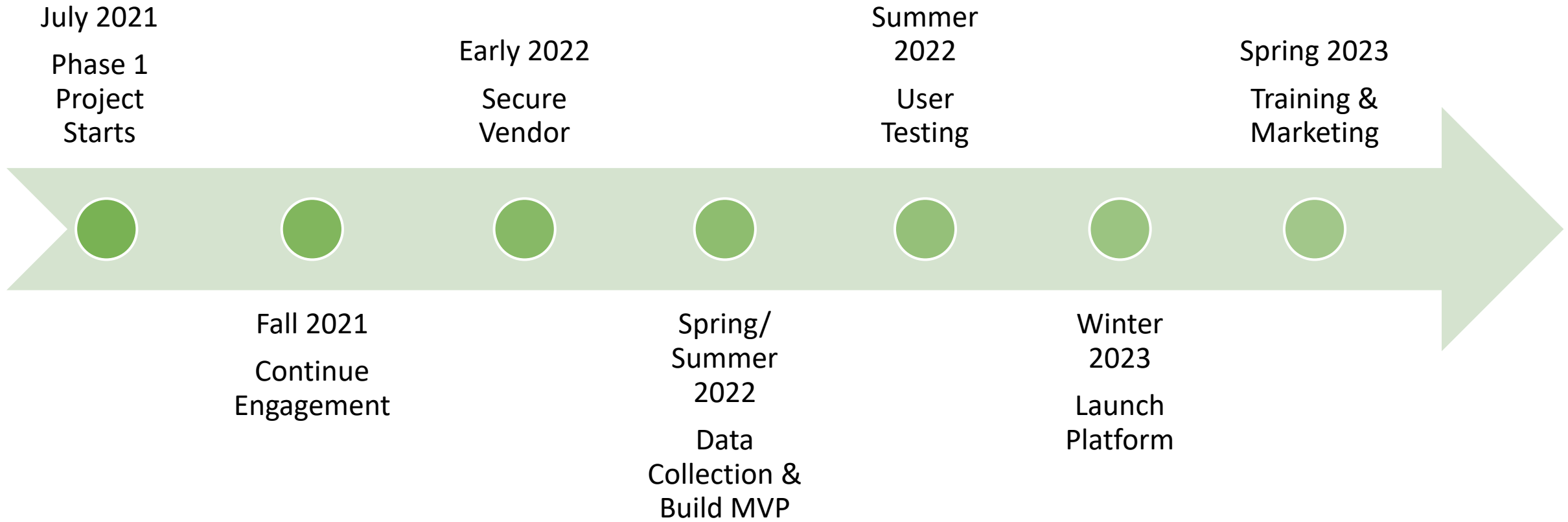
Transportation Provider Survey

- Purpose: Gauge transportation program's willingness to participate in the OCOC system
- Survey will be sent in October to all providers in Central Puget Sound
- We will leverage existing data already received by the Puget Sound Regional Council
- Questions asked:
 - Willingness to participate in OCOC
 - Feedback on the platform
 - Best contact information to engage in OCOC work

Transportation Provider Survey

1. Hopelink and the King County Mobility Coalition are creating phase one of a One-Call/One-Click centralized trip planning and ride requesting interface. This system will help simplify the transportation system for all community members, especially people who use specialized transportation services. The cornerstone of this work is the creation of a centralized open-source database that has information and data for every transportation program in our region. We would like to work with you and your program to create this database and One-Call/One-Click tool. Please indicate your willingness to participate in the One-Call/One-Click platform.
 - a. Yes, very willing
 - b. Willing but need more information
 - c. Currently unwilling, need more information
 - d. Unsure

Timeline





Discussion:
Phase One
Prioritization

Specialized Transportation Life Cycle



Supported mobility independence

1. The rider needs to be able to access this platform for mid-trip assistance.
2. Users are able to reach out if there is a problem during the trip.
3. Infrastructure information about the stop of pick up location. For example, is there a place to sit and wait for the bus/shuttle? Lighting, shelter from rain.
4. The user needs to look at all buses available by selecting a street or landmark.

A focus on mid-trip assistance might mean more resources directed towards call center and on-demand services, while a focus on infrastructure information might mean more resources towards data collection and maintenance.

Ease of use, scalability, and comprehensiveness

1. Intuitive interface.
2. Users should be able to prioritize which features are most important for their trip
3. Wait times and service windows need to be clear to the end user. All trip details are shared simply.
4. The rider needs to have a phone number to call to receive support.
5. The user needs to connect to a live person without a lengthy phone tree.

Would it be better to start with a simpler, less complete interface and then add things gradually, or would it be better to start with a more complete set of features and then simplify by seeing how users interact with the system?

The “one-call” part is key to a one-call/one-click system. How much or when do we want to try to have users try to use the technology (increasing the scalability), and how much or when do we want users to call?



Next Steps

1. Continue to hear feedback, engage stakeholders
2. Develop user cases
3. Finalize our must haves, should haves, and could haves
4. Finalize role as ITS4US Deployment site
5. Secure software vendor by January



Next Meeting

Monday, October 25, 2021

1PM to 3PM

Join us on Zoom



Thank You!

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