One-Call/One-Click Advisory Committee

Multi-modal trip planner and referral system
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. Project Updates and Status Report
3. Finalized: Eligibility Filters for Phase 1A
4. Language Capabilities: Prioritization Criteria
5. Closing
Introductions

1. Name
2. Pronouns
3. Organization or Affiliation
4. Sci-fi or Fantasy: which genre do you prefer based on modes of transportation?
Meeting Goals

1. All attendees will be familiar with the latest project developments
2. Attendees will help determine and finalize the criteria for choosing translation languages
Project Updates

• Accessibility audit completed!

• GTFS-Flex Testing
  • IBI creating test itineraries

• WSDOT Application for Funding – complete!
Eligibility & Preference Filters

How a user can sort and specify their search for transportation.
Eligibility Factors

- Age
- Disability
- Medicaid/Apple Health eligible
- Low income
- Veteran

Mobility accommodations:
- Curb-to-curb
- Door-to-door
- Driver assistance available
- Folding wheelchair accessible
- Wheelchair accessible
- Motorized mobility device accessible

Trip purposes:
- Medical appointment
- Pharmacy visit
- Grocery or food bank trip
- Visit senior center
- Visit VA medical facility
- Other
Language Capabilities and Translation
Regional Languages

• Balancing the needs of the entire region
• Balancing usability and access

End goal: 6-8 options for phase 1 and a road map for how to prioritize future investments.
Example 1

- One path forward: use the same list developed in the Vaccine Access Project.
- Developed based on King County
  - Arabic
  - Simplified Chinese
  - Khmer
  - Korean
  - Portuguese
  - Russian
  - Somali
  - Spanish
  - Swahili
  - Tagalog
  - Vietnamese
Example 2

• Use peer agencies as a model:
• King County Public Health
• Pierce County Public Health
• Snohomish County Covid Resources
Suggested Phase 1 List

- Spanish
- Chinese
- Vietnamese
- Korean
- Russian
- Tagalog
- Arabic
- Amharic
- Somali
- Ukrainian
Potential Criteria

• Assigned Translation Tier (King County)
  • Percentage spoken and usage rates of human services
  • Limited geography

• Common Program Enrollment Data

• User/ Partner Request
What factors should we consider when prioritizing translations?
User Testing Taskforce

• Work Plan

• Creating additional document for project dependencies, task ownership

• Taskforce
  • Bimonthly schedule
  • Focused on implementing the user testing plan
  • Goal: (1) to embed accessibility and usability into the One-Call/One-Click tool; (2) advance the field of accessibility and usability testing in mobility software development.
Next Meetings

**User Testing Taskforce**
Monday November 28, 2022
1 PM-3 PM
Same meeting link as usual, attendance is optional.

**Advisory Committee**
Monday January 9, 2022
1 PM-3 PM
Rescheduled around winter holidays
Thank You!

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

Bebhinn Gilbert
KCMC Program Supervisor
bgilbert@hopelink.org
(425) 943-6752