

Central Puget Sound's Multimodal Trip Planner and Referral System for King, Pierce and Snohomish Counties

Find a Ride Advisory Committee – February 9, 2026



Welcome, Find a Ride Advisors!

Please adjust your name to include your agency or affiliation

Example: First & Last, *(pronouns)*, Title, Agency / Organization / Community Advocacy

The meeting will begin at 1:03 PM

We Welcome Everyone



We welcome and value 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** peoples, as the first people of our region. We honor with gratitude the land itself & past, present, & future of these tribes.

Learn more at [Whose Land](#);

Visit [United Tribes of All Indians](#) at Daybreak Star Cultural Center.

Zoom Tips

Q & A

There will be opportunities for questions and answers

Chat Best Practices

The chat may not be accessible for everyone.

Rename Yourself

Include pronouns and organization / affiliation to help build community.

Co-hosts are helpers

Direct message a co-host with any concerns or questions.



Meeting Recommendations

Meeting Attendance

- Name, pronouns, organization / affiliation posted in chat.

Introduce Yourself

- Introduce yourself each time you speak.

Raise Your Hand

- Please use the raise hand function to be called on.

Ask for Assistance

- Message a co-host for support during the meeting.

Committee Guidelines

Be present

- Listen for understanding

Learn from each other

- Share from your own experience, respect confidentiality
- and monitor your airtime

Culture of Abundance

- Practice “both/and” thinking

Allow “ouch” & “oops”

- Speak your discomfort & your truth
- Intent is different from impact

Suggestions?

- Please add your ideas in the chat or raise your hand to unmute

Meeting Agenda February 9, 2026

Partner Announcements

Program Updates

WSDOT

Phase 2 Feedback on Inclusive Planning

Action Items & Next Step



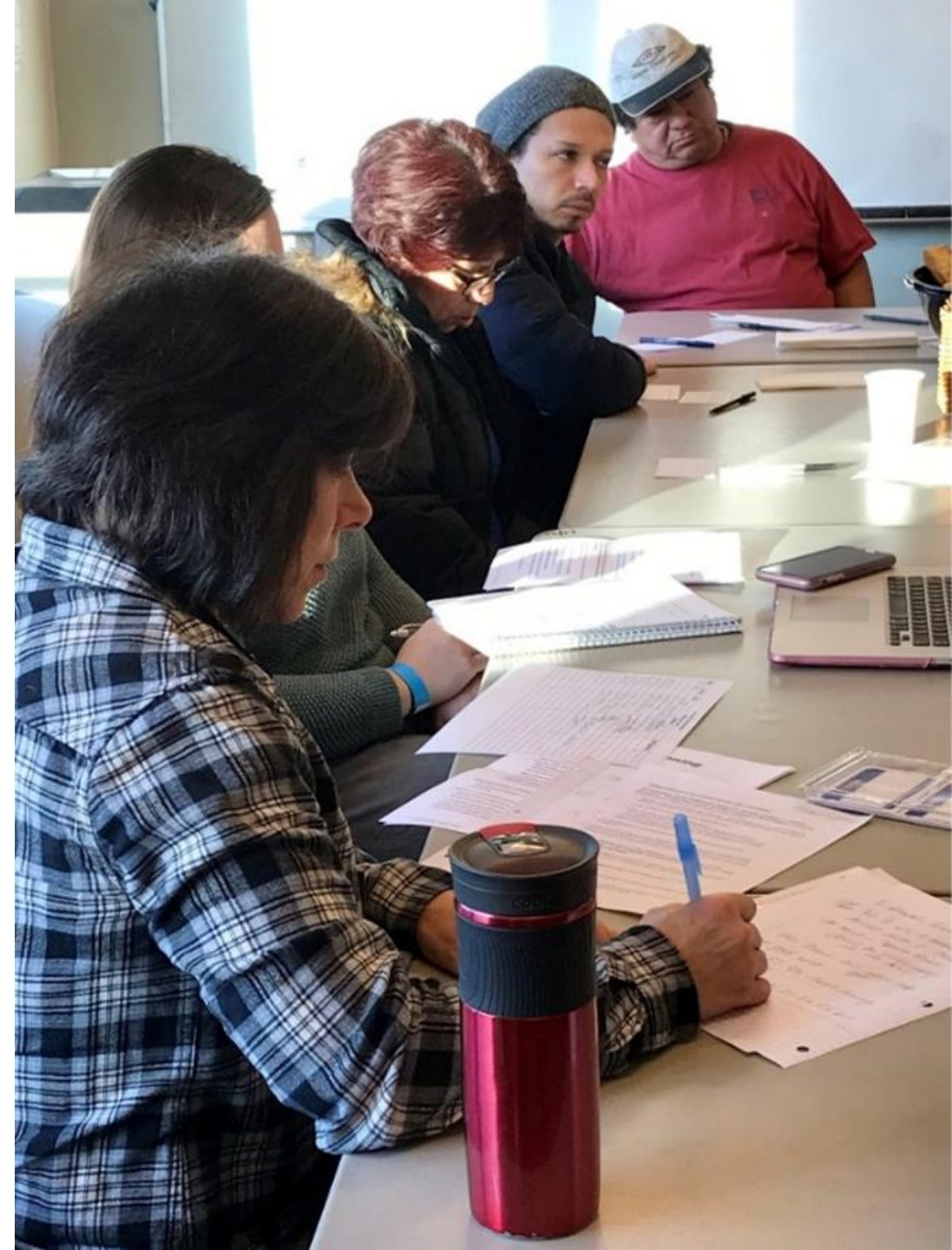


Find a Ride

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

- Regional focus: King County, Snohomish, and Pierce partners & community members.
- Rooted in Inclusive Planning (2018).
- Unique user cases such as emergency management and healthcare (2020-2022).
- Phase 1 funds by Washington State Department of Transportation's Consolidated Grant (2023-2027).
- Phase 2 funds from FTA Innovative Coordinated Access and Mobility Grant (2025-2027).

** Phase 1 and Phase 2 support from Hopelink, King County Metro, Sound Transit, NADTC, CCAM-TAC, WSDOT, King Count RALS, Disability Empowerment Center, Seattle Department of Transportation, and Aging & Disability Services.



Partner Announcements



Today's Speakers

- **Program Updates**

Laura Loe, Staci Sahoo

- **King County Metro**

Matthew Weidner



Find a Ride Project Updates

Community Compensation

Staci Sahoo

Washington DC & Video Project report back

Laura Loe

Phase 1 Enhancements

Laura Loe

Community Partnership Marketing

Laura Loe



Community Compensation

[Washington State Office of Equity](#)

[King County Mobility Action Plan](#)



Thanks to
CCAM-TAC!

What is [CCAM-TAC](#)?

A program of the Federal Transit Administration and the Coordinating Council on Access and Mobility administered by the CTAA

Quick Summary of DC & Video Project

- [These Roads We Share](#)



Phase 1 Enhancements

Report back from Vendor Meeting



2026 Priorities



Community Input



Accessibility



Community Testing



Improved Outcomes



Data Quality &
Maintenance



Partner Promotion

Questions?





Matthew
Weidner



Questions?





Community Needs

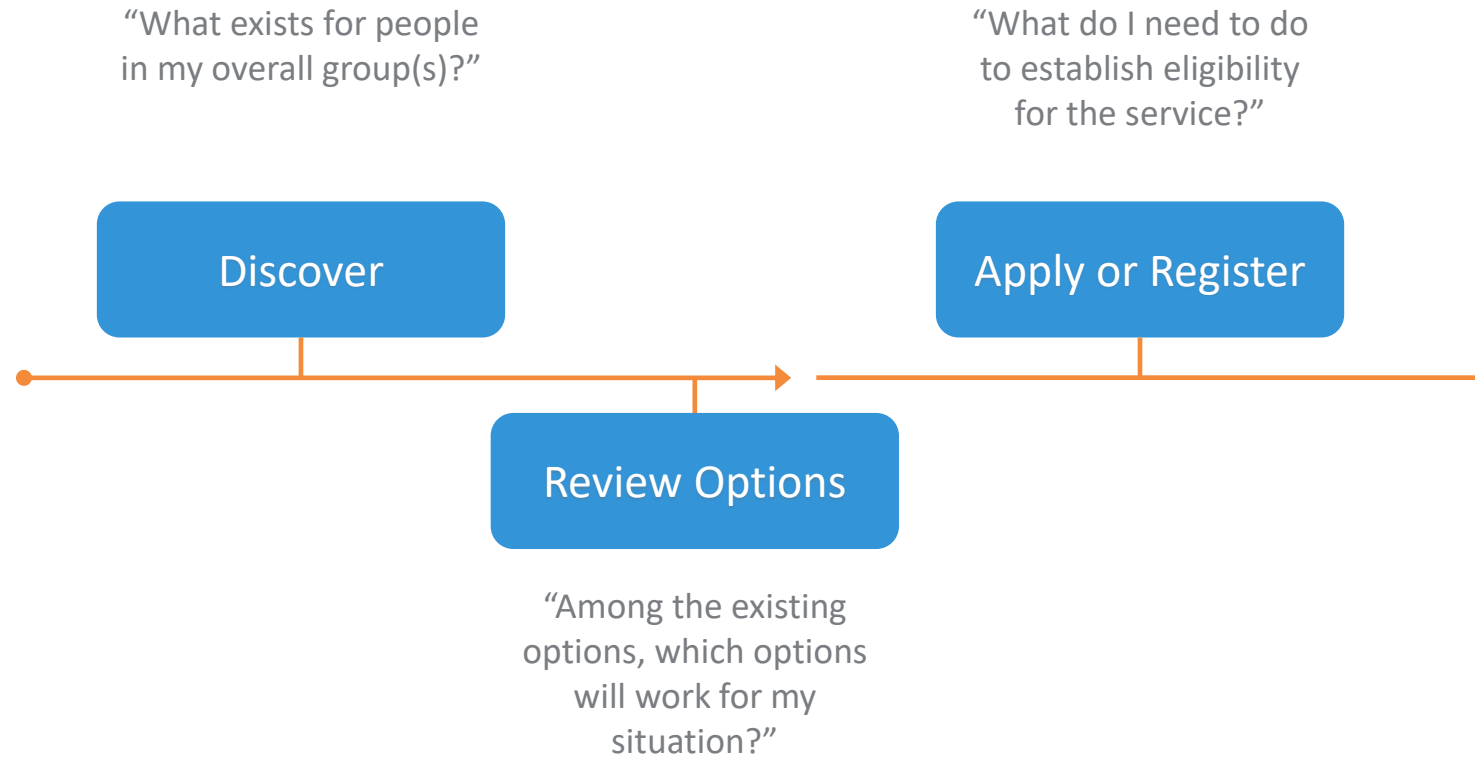




Specialized Transportation *Life Cycle*



Full Path LLC

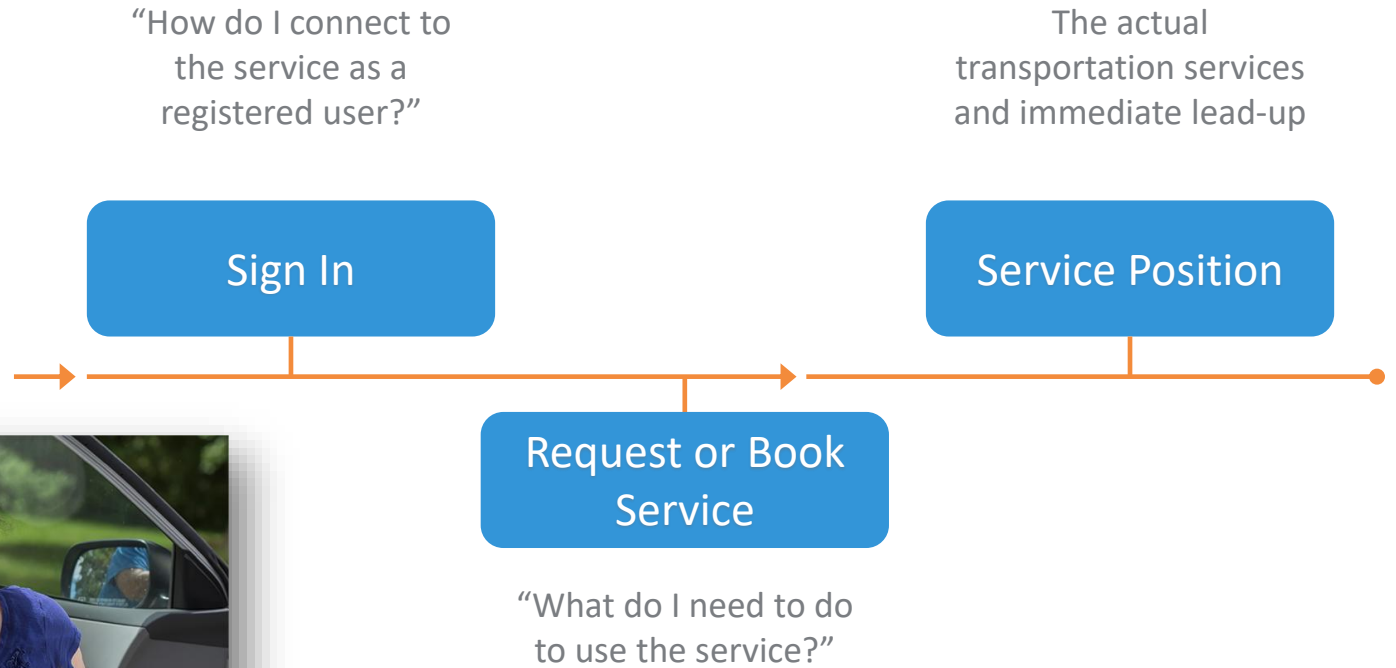




Specialized Transportation *Life Cycle (cont.)*



Full Path LLC

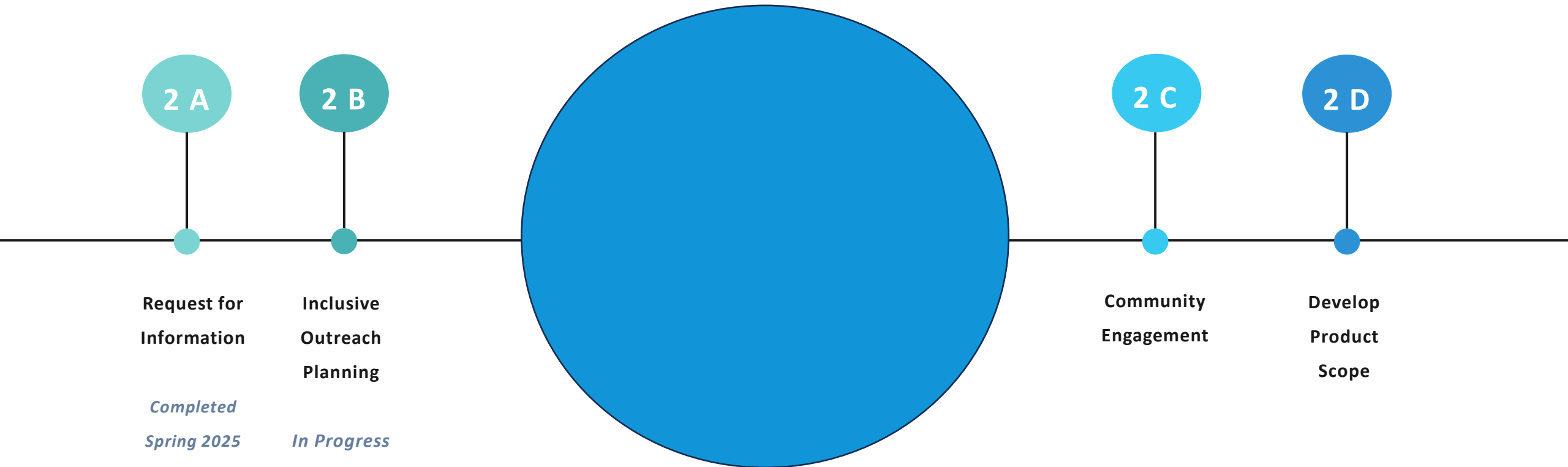


Questions?



Phase 2 Inclusive Planning

.... *through Summer 2026*



Phase

2

*With
You!*

Community Partnerships

- Advisors, Mobility Team Engagement and Outreach, CLC, PCCTC, Snotrac, VOA Connects, Access Pierce, PSRC, KCMC& sub-regional coalitions, and more!

Older Adults

- What eligibility process are working? What needs improvement?

People with Disabilities

- What eligibility process are working? What needs improvement?

Caregivers / Assistors

- What eligibility process are working? What needs improvement?
- What are the unique needs of people that help travelers navigate eligibility processes?

Transportation Providers

- Interoperability: How can our systems talk to each other? How can data exchange be secure and streamlined?
- Eligibility Process: What can be changed, eliminated; process improvements, communication improvements?

Additional Priority Populations

- Tribal members, Rural residents, Justice-Impacted Individuals, Immigrants and Refugees, and more.

Questions?



Inclusive Planning Break-out Rooms



Instructions



- ✓ Introduce yourself each time you speak.
- ✓ One person is a note taker and will report back to the group and email lloe@hopelink.org with the notes from this break-out session.



12 minutes

- ✓ **What is working in existing eligibility systems (user, assistor, provider views all welcome!)**

Does anyone have an example where it working well now?

- ✓ **What needs improvement in our existing eligibility systems**

Do you have specific User Profiles, User Stories, Provider Concerns, Assistor Unique needs that demonstrate what is not working well?



8 minutes



Challenge: We will have to balance retaining information and re-asking for the same or similar information multiple times.



Question: How do we balance various needs and concerns around private health information data retention, what would be an ideal system from your perspective (user, assistor, provider)? Any examples?

Questions?



Inclusive Planning Processes

- ✓ Who do we listen to?
- ✓ Where and when do we listen?
- ✓ What tools are we using to listen?
- ✓ What are we asking? What are we *not* asking?
- ✓ Who is missing after the first round of listening-sessions?
- ✓ How do we establish and maintain trust and build community throughout?
- ✓ How do we follow-up to explain how the feedback made a difference?



Barriers to Engagement

- Childcare
- Eldercare
- Transportation Access
- Complete-Trip Access
- Health / Medical Conditions
- Interpretation for LEP
- Interpretation ASL, CART, Braille, Tactile
- Meals / Food Security
- Materials using too much jargon
- Engagement requires significant prior knowledge
- Lack of trust due to prior experiences related to systemic 'isms' (*racism, sexism, xenophobia, ageism, ableism*)



Questions?



Next Steps after Inclusive Planning!



Phase 1 ICAM Fall 2026 through Spring 2027



Questions?





These Roads We Share – Here2There



“Our debut story takes us to western New York, where Here2There is reshaping how people of all ages and abilities find transportation. What began as a single-county initiative - RideLivINgston - has grown into a three-county collaboration, bringing together partners from Livingston, Ontario, and Monroe Counties to build a shared, regional mobility resource. **Through an easy-to-use website, users simply enter their location, mobility needs, and destination details, and the platform instantly displays all available transportation options, drawing from verified providers across all three counties to match riders with the services that fit their needs.** The video introduces the people behind the work, the partners who made it possible, and the community members who benefit every day from easier, more connected mobility.”

<https://here2there.help/home>



These Roads We Share



Questions?





Find a Ride Advisory Committee Meeting



Phase 2 Inclusive Planning, Community Compensation, & More!

Monday, February 9, 2026

1 – 2:45 pm



Transportation Services

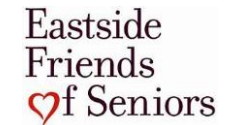
*Help us Keep the
Data Fresh!*





FIND A RIDE

Find a Ride Transportation Services – Fall 2025



Hyde Shuttle



Project Contacts

Laura Loe

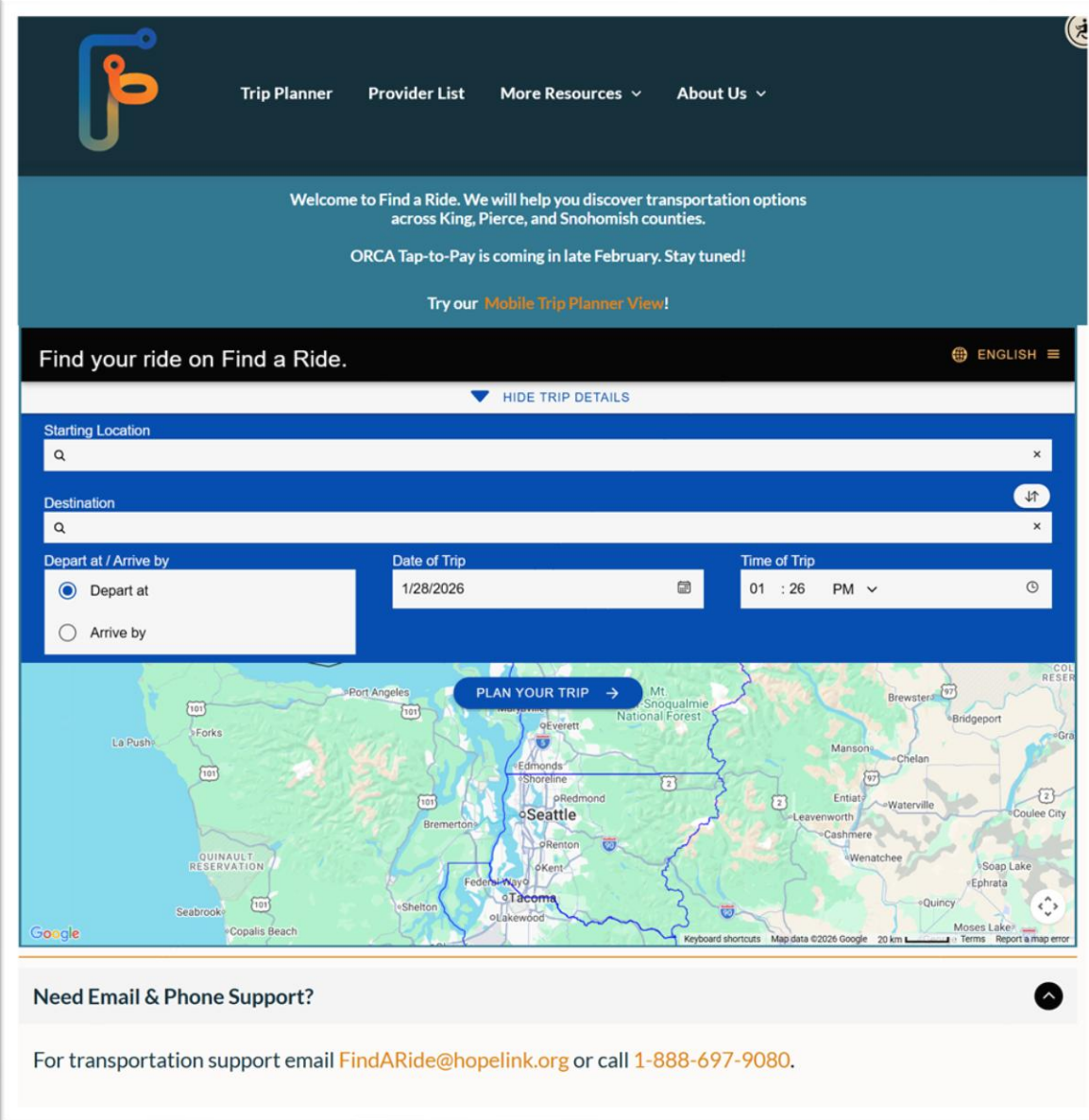
Program Supervisor - Coalitions & Partnerships, Find a Ride
lloe@hopelink.org (425) 941-6791

Chelsea Nelson

Sr. Manager, Find a Ride
cnelson@hopelink.org (425) 457-9685

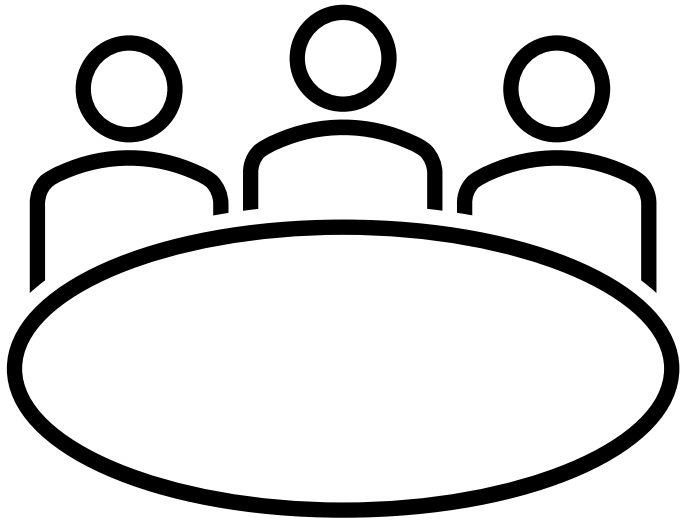
Staci Sahoo

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



The screenshot shows the Find a Ride website interface. At the top, there is a navigation bar with a logo and links for "Trip Planner", "Provider List", "More Resources", and "About Us". Below the navigation bar, a welcome message reads: "Welcome to Find a Ride. We will help you discover transportation options across King, Pierce, and Snohomish counties." A secondary message states: "ORCA Tap-to-Pay is coming in late February. Stay tuned!" and a link to "Try our Mobile Trip Planner View!". The main content area is titled "Find your ride on Find a Ride." and includes a "HIDE TRIP DETAILS" button. The form contains fields for "Starting Location", "Destination", "Depart at / Arrive by" (with radio buttons for "Depart at" and "Arrive by"), "Date of Trip" (set to 1/28/2026), and "Time of Trip" (set to 01 : 26 PM). Below the form is a map of the region around Seattle, with a "PLAN YOUR TRIP" button. At the bottom, there is a section for "Need Email & Phone Support?" with a link to FindARide@hopelink.org and a phone number: 1-888-697-9080.

Networking Time!



- You may remain in the meeting for an informal small group discussion.
- A chance for us to catch up.