**FIND A RIDE**

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

## Find a Ride Advisory Committee

*August 11, 2025*

# Welcome, Find a Ride Advisors!

Please adjust your name to include your agency or affiliation

Example: *Carmen Sandiego, she/her, ACME Detective Agency*

The meeting will begin at 1:03 PM

Mobility for All

# 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.

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# 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.

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# Meeting Recommendations

| Meeting Attendance | Introduce Yourself | Raise Your Hand | Ask for Assistance |
|---|---|---|---|
| • Name, pronouns, organization / affiliation posted in chat. | • Introduce yourself each time you speak. | • Please use the raise hand function to be called on. | • Message a co-host for support during the meeting. |

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# 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

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# Partner Announcements

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Questions?

# Find a Ride
# Hopelink Mobility Team Members

| Transportation Resources Line Mobility Specialist | Find a Ride Program Manager | Mobility Management Director |
|---|---|---|
| **Rozalia Novikova**<br><br>Mobility Specialist, Find a Ride<br>Mobility@hopelink.org<br>(425)-943-6760 | **Laura Loe**<br><br>Program Manager Find a Ride<br>lloe@hopelink.org<br>(425) 941-6791 | **Staci Sahoo**<br><br>Director Mobility Management<br>ssahoo@hopelink.org<br>(425) 943-6769 |

# Speakers

Laura Loe, Program Manager, Find a Ride

Staci Sahoo, Director, Mobility Management, Hopelink

Emilie Pelfrene, Sound Transit

Kevin Chambers, Full Path Transit Technogloy

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# Fiscal Year 2024-2025 Achievements

*We accomplished so much together this last year!*

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# Find a Ride 2024-2025

| | |
|---|---|
| **Trip Planner (1-click)** | |
| Planned Trips | 3,164 |
| **Find a Ride Website** | |
| Site Visits | 15,163 |
| Site Views | 29,412 |
| **Transportation Resources Line** | |
| Phone & Email Navigation Support | 542 |

# Find a Ride Meetings 2024-2025

Total Meetings Held:

6

Count of Unique, Non-HL orgs:

28

Total Active Participants:

28

Total New Members Added to Distribution List:

38

# Active People

Aaron Morrow
Al Benedict
Alex O'Reilly
Amy  Biggs
Antoinette Smith
Ben Atwell
Brian Vallene
Brock Howell
Cliff Perry
Daeveene May
Deborah  Witmer
Dinah Stephens
Dorene Cornwell
Gazel Tan

Griffin Cole
Jeff Abrams
Justin Deno
Kimberly Meck
Kunal Mehta
Laura Lee Sturm
Lissette Gutierrez
Matthew Weidner
Phirun Lach
Pran Wahi
Ryan Johnson
Sean Bouffiou
Todd Holloway
Tony Hester

# Represented Organizations 2024-2025

Bellevue Network on Aging
Catholic Community Services
Center for Independence
City of Kirkland
Community Transit
Crisis Connections
Disability Empowerment Center
Full Path Transit Technology
HealthierHere
Homage Senior Services
Indian American Community Services
King County Metro
King County RALS
Molina Healthcare
Northshore Senior Center

Pierce County Coordinated Transportation Coalition
Pierce Transit
RTAP
Seattle Department of Transportation
Seattle/King County Aging and Disability Services
Shared Use Mobility Center
Snoqualmie Valley Transportation
Snotrac
Snow Goose
Sound Generations
Sound Transit
System User
Taskar Center for Accessible Technology
Visit Bellevue
Washington State Department of Transportation

Questions?

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# Phase 2 Updates

- Staci Sahoo, Director, Mobility Management, Hopelink

Questions?

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# Program Updates

- Laura Loe, Program Manager Find a Ride, Hopelink

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# Technical Updates

- Displaying Demand Response Services

- Discovery and Accuracy

- Fares

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# Service Discovery

- Next Three Slides:

  - Existing FindARide.org Provider list

  - Calendar view in trip planner

  - Results in Trip Planner

- Overview of Best Practices / Vendor Advice

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☆ All    📞 Prescheduled    ◎ Just Show Up

### Search by Name:

bothell

Clear Filter                                                    **1 provider**

**Date**

mm/dd/yy

**Pick a date** 📅

**Region**

Deselect All

Seattle Area

East King County

**Origin City**

Please, select Region(s) first

**Accessibility**

Deselect All

Power Chair

♡ 2

## King County Metro Community Van - Bothell-Woodinville

📞  Prescheduled Service

⏱  Su, Mo, Tu, We, Th, Fr, Sa **Available 24/7 depending on Volunteer Driver availability**

👤  Wheelchair, Foldable wheelchair, Door-to-Door Service, Personal Care Attendant, Scooter, Walker

💲  $2.75 flat-rate, round-trip **for Adults**

🔖  Full Fare Information →

Phone: 425-420-6514

ESL translation available

Alternative formats available

TTY Relay: Dial 711

More Info →

**Filtered by Name:** Yes          Clear Filter                    **1 provider**

# Find your ride on Find a Ride

August 2025

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |

CANCEL    DONE

## Starting Location

🔍  8990 154th Ave NE, Redmond,    ✕

## Destination

🔍  Bellevue Transit Center    ✕

## Depart at / Arrive by

◉ Depart at

○ Arrive by

## Time of Trip

11 : 26    AM ⌄    🕐

Spokane

WASHINGTON
Tacoma
Olympia

Flathead National F

FLATHEAD RESERVATION

Google

Keyboard shortcuts    Map data ©2025 Google    100 km    Terms

Starting Location 8990 154th Ave NE, Redmond, WA 98052

Destination Bellevue Transit Center

Depart at 8/18/2025, 11:26:00 AM

**REPLAN YOUR TRIP**　　**CUSTOMIZE YOUR TRAVEL PROFILE**　　Sort by: Specialized Options First ▾

**Hopelink | Non-Emergency Medical Transportation (NEMT)**

hopelink

Medicaid Transportation

**Plan ahead.**

Note: For medical services (Medicaid-billable services only), Rides must be requested at least 2 business days prior to travel

14 min Specialized Transportation (Trip duration may vary)

**CHOOSE THIS TRIP**

**Community Van | Redmond**

King County METRO
Community Van

**Plan ahead.**

Note: At least 2 riders required to schedule a trip, in addition to the Volunteer Driver; Contact the Community Van coordinator to arrange your trip

14 min Specialized Transportation (Trip duration may vary)

**CHOOSE THIS TRIP**

🚶▶🚌▶🚶▶🚆▶🚶

King County METRO

SoundTransit

**11:29 AM to 12:04 PM**

35 min (Transit: 24 min, Walk: 7 min, Wait Time: 2 min)

**CHOOSE THIS TRIP**

🚶▶🚌▶🚶

King County METRO

**11:39 AM to 12:17 PM**

37 min (Transit: 34 min, Walk: 3 min, Wait Time: 0 min)

**CHOOSE THIS TRIP**

Mobility for All

# Booking Rules and Flexible Service Provision

- Same Day and Plan Ahead display all together for trips planned today

- Technical Advice from Cambridge Systematics & Arcadis
  - limitations of enforcing booking rules based on days in advance
  - the importance of informational content
  - flexibility of some service providers in breaking booking rules
  - the potential impact on user experience

- Most users don't change the calendar for future trips to a future date

Mobility for All

Questions?

Mobility for All

# Fares

Next Few Slides:

- Existing Provider List  at FindARide.org

- Find a Ride Service Description for Demand Responsive Services

- A few examples of Trip Plans in various Trip Planners

- An example of how fares might look in Find a Ride's Trip Planner

- Overview of Next Steps for addressing Fares in the Trip Planner

Mobility for All

⭐ **All**    📞 **Prescheduled**    ◎ **Just Show Up**

**Search by Name:**

bothell|

**Clear Filter**

**1 provider**

**Date**

mm/dd/yy

**Pick a date** 📅

**Region**

Deselect All
Seattle Area
East King County

**Origin City**

Please, select Region(s) first

**Accessibility**

Deselect All
Power Chair

## King County Metro Community Van - Bothell-Woodinville

🤍 2

📞 Prescheduled Service

🕐 Su, Mo, Tu, We, Th, Fr, Sa **Available 24/7 depending on Volunteer Driver availability**

👤 Wheelchair, Foldable wheelchair, Door-to-Door Service, Personal Care Attendant, Scooter, Walker

$ $2.75 flat-rate, round-trip **for Adults**

🔖 **Full Fare Information →**

Phone: 425-420-6514

ESL translation available

Alternative formats available

TTY Relay: Dial 711

**More Info →**

**Filtered by Name:** Yes

**Clear Filter**

**1 provider**

Details

Map

## Transportation Providers

## Community Van | Shoreline - Lake Forest Park

**Fare:** $3.00

**Phone:** (425) 943-6721

**Email:** communityvan@hopelink.org

**Website:** https://www.hopelink.org/programs/mobility-management/community-van/

**Description:** Our Community Van program provides a van for pre-scheduled trips-as a driver or as a passenger. Schedule your ride in advance or volunteer to drive your neighbors or your own family. Visit Community Van's website for information and contact numbers for each service area, and information about accessibility and eligibilities.

**Accommodations Provided:** Folding Wheelchair, Motorized Wheelchair, Curb-to-curb (Driver does not leave the vehicle), Door-to-Door, Wheelchair Accessible

**Eligible Purposes:** At least 2 riders required to schedule a trip, in addition to the Volunteer Driver; Contact the Community Van coordinator to arrange your trip

# Trip Planners

# Google Maps

# Find a Ride

## Transportation Options for Your Trip

Starting Location 1175 N 205th St, Shoreline, WA 98133

Destination 17837 Aurora Ave N, Shoreline, WA 98133

Depart at 8/5/2025, 12:24:39 PM

**REPLAN YOUR TRIP**    **CUSTOMIZE YOUR TRAVEL PROFILE**

Sort by: Specialized Options First ▼

### Community Van | Shoreline - Lake Forest Park

King County METRO

**Plan ahead.**

Note: At least 2 riders required to schedule a trip, in addition to the Volunteer Driver; Contact the Community Van coordinator to arrange your trip

4 min Specialized Transportation (Trip duration may vary)

**$3**    **CHOOSE THIS TRIP**

🚶 ▶ 🚌 ▶ 🚶

King County METRO

**12:28 PM to 12:37 PM**

9 min (Transit: 3 min, Walk: 5 min, Wait Time: 0 min)

**Cost $0**    **CHOOSE THIS TRIP**

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# Fares – What's Next?

- What we know:
  - ❑ Fares are complex!
  - ❑ People make mobility decisions based on fares.
- What we need to study:
  - ❑ What the current system is capable of
- Next Steps:
  - ❑ Meet with Cambridge Systematics to explore current configurations
  - ❑ Decide if there are small development changes we can do now
  - ❑ We want to bring back fares
  - ❑ It will be an imperfect solution
  - ❑ Bring scenarios and options in the future
- Making investments later?
  - ❑ It may be beneficial to wait as we design our Phase 2 system to incorporate fares and booking in Phase 3.

# Questions?

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# Phone Support Updates

- Phone Number across 3-Counties

- Phone Tree tested with Mobility Team members

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# Communications Toolkit Updates

- Partner sharing

- Popcorn

- Success stories with the Communications Toolkit

- Partner or Client stories with the Trip Planner

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# Sound Transit & ADA Paratransit

During Phase 2 it is critical we design systems that integrate with existing systems related to data exchange, specialized transportation, and improve client outcomes for travelers in our region.

One important aspect for Phase 2 consideration is the work that is happening with Sound Transit related to ADA Paratransit compliance and improved customer service experiences.

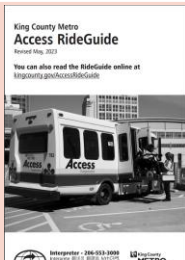# Sound Transit
# &
# ADA Paratransit

*08/2025*

# *Wait, Sound Transit has ADA Paratransit?*



*Fixed routes: Link, T-Link, and BRT (future)*



*Our service area overlaps with our Operating Partners' Paratransit service, which is why you don't see ST-branded paratransit vehicles*



*Since we utilize our partners' resources, we align with their processes for their service: eligibility determination, trip scheduling, etc. is all done by our county transit partners*

# And then, we opened the Lynnwood Extension

SOUNDTRANSIT

# *Regional ADA Paratransit*

- 5 corridors when ST3 is complete

- 4 operating partners for ST

- ST corridor along Link alignment and BRT routes crossing 3 counties

- ST will provide paratransit from Everett to Tacoma or Redmond and along the BRT routes in the East

- Someone going from Everett to Tacoma could endure 4 transfers if we don't have a solution
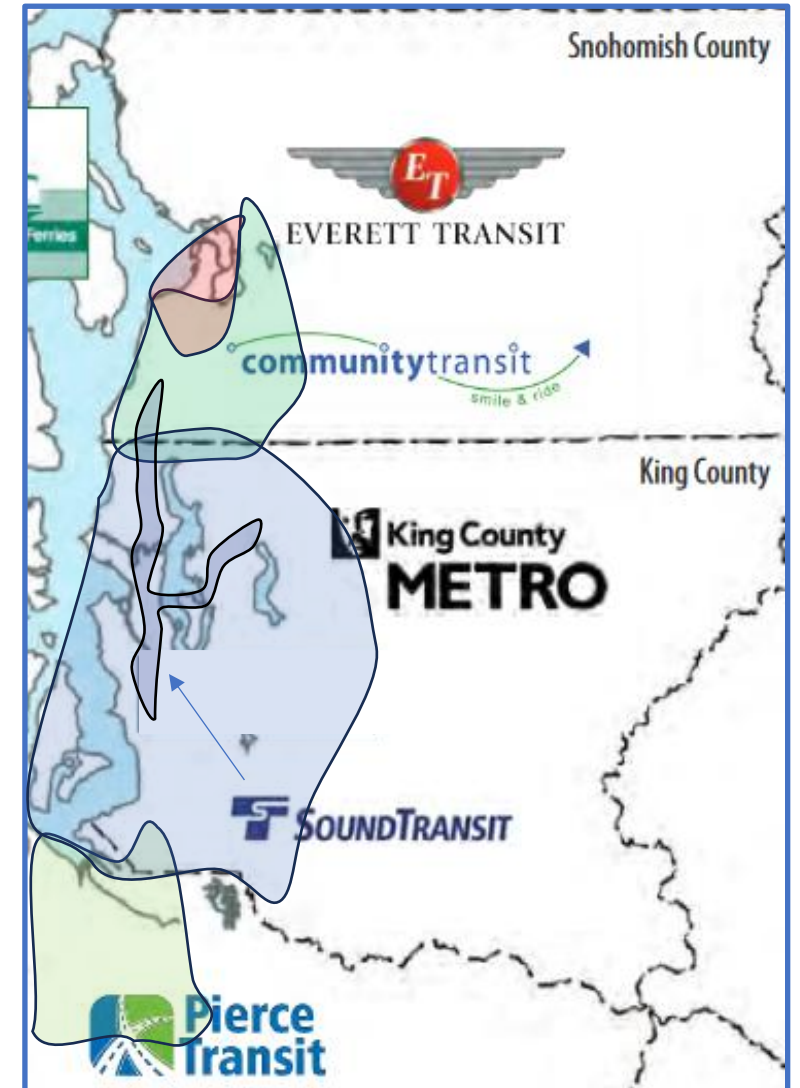
# *Regional Paratransit – Current System*
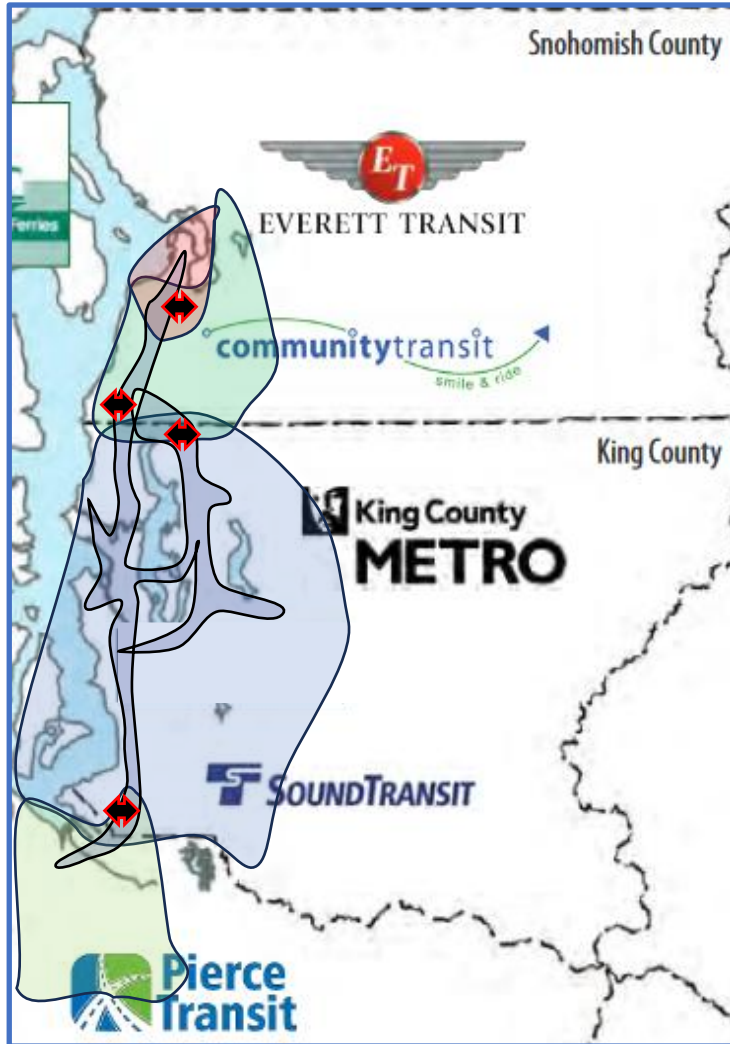


- Transfer Points at the edge of each service area

- Passengers are transferred from one service to the other

- Average wait times of 35 minutes

- No automated ETA exchange between systems leads to wait times

- No integrated reservation system

# *Limitations of the Current Systems*

- Paratransit systems are isolated and uncoordinated

- Inter-agency transfers are inefficient

- Operating partners are not interested in expanding service areas due to capacity concerns

- Transfers are costly: wait times delay service and remove operators and vehicles out of service until transfer is complete

- Operating partners are looking to Sound Transit to remedy the situation, since we are now obligated to provide cross-county service for ADA Paratransit

SOUNDTRANSIT

# *Regional Paratransit – It's Complex*

- 5 agencies must agree on the solution: Sound Transit can lead, but we cannot impose and force our partners to accept our decision

- A county transit-provided solution could impact our partners' assets: software, fleet, and infrastructure – this is disruptive and costly

- We want to address the whole region, not just Sound Transit's service areas

**SOUNDTRANSIT**

# *Questions?*

SOUNDTRANSIT

# Phase 2 Find a Ride
# Request For Information – Report Back

- Several months ago, we published a Request for Information (RFIT) to find out from potential vendors what they thought we need for Phase 2.

- Several companies generously took the time to respond with feedback that helps shape our understanding of what we need to do next for Phase 2.

- We are grateful for their participation!
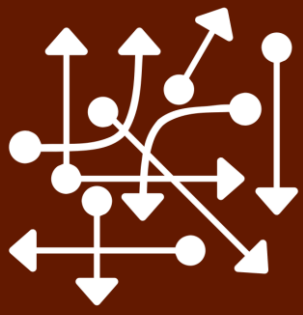
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# Find a Ride: Phase 2 Readiness & RFI Report

Next Steps in Advancing Equitable Mobility Through Easy On-Boarding

Kevin Chambers, Full Path

August 11, 2025

# The Problem: A Fragmented System

- The current system requires community members seeking eligibility-based mobility services to sign up for them one at a time.

- Each agency has its own unique process for enrollment, which is usually manual in nature.

**This leads to:**

- **Barriers for Riders:** Difficulties in accessing first-time services result in limited mobility.
- **Burdens on Agencies:** Labor-intensive, manual processes divert limited resources.
- **Lack of Coordination:** It's hard to invest in tools that work across the entire region.
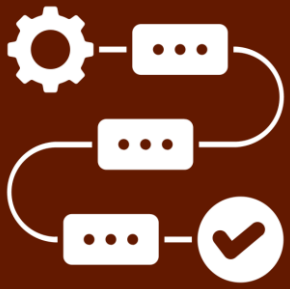
# The Solution: A Centralized, Easy On-Boarding System

For the Innovative Coordinated Access and Mobility (ICAM) grant opportunity, Hopelink proposed a system that will:

- **Collect new rider intakes** electronically through a secure web-based application.
- **Support streamlined eligibility determinations** with adaptable workflows for both riders and staff.
- **Securely store eligibility information** in a centralized database for use by riders and agencies.

# Phase 2 Concept Diagram

All rider interactions begin from 1-Click / Find a Ride

**Find a Ride Phase 1a, Completed**

Arcadis

OpenTripPlanner (OTP)

OTP provides trip plans only to 1-Click

Cambridge Systematics

1-Click User Interface (Find a Ride)

**Find a Ride Phase 2, in Planning**

WIMS would embed content in 1-Click or be accessed via links

UPD supplies eligibility information to 1-Click

External rider info could be queried by 1-Click UI on an as-needed basis and/or pre-loaded directly into user profile

Workflow/Intake Management System (WIMS)

WIMS stores results of intakes in UPD

User Profile Database (UPD)

External Rider Information Sources

Agencies manage intakes through WIMS

# ICAM Project Goals

Through the proposed system, Hopelink aims for:

- A 40% decrease in time spent completing paperwork and registering for programs.
- A 20% increase in users enrolled in at least one new service.
- 80% project satisfaction from Project Partners and the Advisory Committee.

# Request for Information (RFI) Results

Hopelink issued an [RFI](#) to gather information from technology providers and experts for this effort.

Responses came from national consulting firms, human services technology providers, and public transit technology companies.

[Two key themes](#) emerged:

- The paramount importance of **data security**.
- The need for strategic **early work** to ensure project success.

# Theme 1: Data Security

Responders gave four priority areas for a secure system:

- **Keep the technology simple** to reduce vulnerabilities.
- **Identify high-security components** and design the system to protect them accordingly.
- **Emphasize security policies and training**, as human error is the leading cause of data breaches.
- **Budget for security** audits and third-party tools to proactively manage risk.
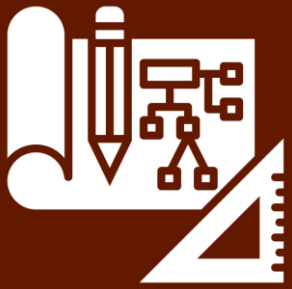
# Theme 2: Effective Planning

To reduce risk, the project should focus on these areas from the start:

- **System Design**: Secure stakeholder agreement on requirements before development begins.
- **Project Phasing**: Start with a carefully selected, diverse group of pilot agencies.
- **Ownership & Governance**: Establish clear lines of responsibility for overseeing the system and setting priorities.
- **Mobile-First, Accessible Design**: Ensure tools are designed from the start for people with a wide range of access and functional needs.

- Support efforts to streamline the rider onboarding process.
  **Next step:** Think about how your organization can reduce complexity in its eligibility criteria, processes, and rules.

�కⲬ Engage and promote the inclusive planning and co-design process.
**Next step:** Share your ideas, connect us with experts, and help us include missing voices in these conversations.

Help assemble and garner buy-in for the pilot agencies.
**Next step:** Consider joining this effort in its early phases or encourage other organizations to join.

# Conclusion

- The success of Phase 2 depends on collaboration with pilot agencies and a collective commitment to streamlining the onboarding process.
- This work is critical to addressing the current challenges of a fragmented system and enhancing accessibility for all residents of the Puget Sound region.

**Learn More & Get Involved:**

Follow the Program Roadmap: www.kcmobility.org/ococ

Questions? Contact:
Laura Loe (she/her), Program Manager, Find a Ride
lloe@hopelink.org
425-941-6791

Questions?

Additional Partner Announcements

Mobility for All

# Find a Ride Advisory Committee Meeting

*Pierce County's One-Call/One-Click*

**Speakers: Penni Belcher, Daeveene May, Jacque Mann, & other speakers TBD.**

Monday, October 6, 2025

1 – 2:45 pm

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# Mobility Management Meetings

**King County Mobility Coalition**

August 19, 2025

**9:30 – 11 am**

**Tabletop: RARET (Regional Alliance for Resilient and Equitable Transportation)**

September 5, 2025

Multiple Locations (TBD)

# Project Contacts:

**Laura Loe**

Program Manager, Find a Ride
lloe@hopelink.org

(425) 941-6791

**Staci Sahoo**

Director, Mobility Management
ssahoo@hopelink.org

(425) 943-6769



FIND A RIDE



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# Networking Time!

**You may remain in the meeting for an informal small group discussion.**

**A chance for us to catch up!**

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