



FIND A RIDE

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

Find a Ride Advisory Committee

October 6, 2025

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

Partner Announcements



Questions?



Find a Ride

Hopelink Mobility Team Members



Transportation Resources Line Mobility Specialist	Find a Ride Outreach & Engagement	Find a Ride Senior Manager	Mobility Management Director
Rozalia Novikova Mobility Specialist, Find a Ride Mobility@hopelink.org (425)-943-6760	Laura Loe Program Manager Find a Ride lloe@hopelink.org (425) 941-6791	TBA	Staci Sahoo Director Mobility Management ssahoo@hopelink.org (425) 943-6769



Meeting Agenda October 6, 2025

Partner Announcements (Part 1)

Program Updates & Phase 2 Call to Action

Pierce Access & Transportation Navigation

Partner Announcements (Part 2)

Action Items & Next Step

Today's Speakers

1:15 pm

Program Updates

Laura Loe, Program Manager, Find a Ride

1:45 pm

Access Pierce

Daeveene May, Transportation Supervisor, Beyond The Borders

Jacque Mann, Director of Transportation Services, PSESD

Penni Belcher, 211 Director, United Way of Pierce County



Updates

Laura Loe, Program Manager Find a Ride, Hopelink

1. Communication Toolkit – Any Success Stories?
2. 1-888 Phone Number Updates
3. Transportation Service Updates
4. Phase 2 Overview
5. Phase 2 Call to Action

Phase 1 Communications Toolkit Updates



- Do you have any success stories from the last few months?
- Do you have any stories related to our Trip Planner?



“One-Call” Phone Support Updates

1-888-697-9080



1-888 Phone Number
across 3-Counties.



The new phone tree was
tested with Mobility
Team members.



It is live!



Look out for a New
Communications Toolkit
for 3 Counties!

3-County Marketing

- 1-888-697-9080
- Press 1 and then 2 for King County TRL number
- Previous TRL number still works great!
- Flyer has been translated into 15 languages
- Try it out this month and give us feedback!



The flyer for 'Find a Ride' features a blue and orange color scheme. At the top left is a logo with a stylized 'b' and a location pin. A large orange ribbon with a dashed line winds through the center, connecting three circular images: a man on a phone, a woman at a desk, and an older woman in a car. To the right of the ribbon, the text 'Find *your* ride on *Find a Ride*.' is displayed. Below this, it says 'Try the new trip planner for King, Pierce, and Snohomish Counties!'. A three-step process is outlined: 1. Enter travel information, 2. Build a custom profile, and 3. Find transportation options. A disclaimer states 'We do not provide or pay for transportation. Our purpose is to connect you to resources.' At the bottom, there is a QR code, a smartphone showing the 'Plan a Trip' app interface, and contact information including the phone number 1-888-697-9080 and the email FindARide@hopelink.org. A footer note mentions 'Language interpretation available.'

Find *your* ride on *Find a Ride*.

Try the new trip planner for King, Pierce, and Snohomish Counties!

- 1** |  **Enter in your travel information to begin planning your trip.**
- 2** |  **Build a custom travel profile.**
- 3** |  **Find transportation options for you!**

We do not provide or pay for transportation.
Our purpose is to connect you to resources.

Visit **FindARide.org** or scan the QR code to begin using the trip planner.

9:10:25 English

Plan a Trip

HIDE TRIP DETAILS

Starting Location

Destination

Depart at / Arrive by

Depart at

Language interpretation available.

1-888-697-9080
FindARide@hopelink.org

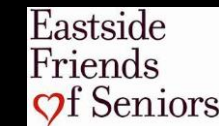
Questions?





FIND A RIDE

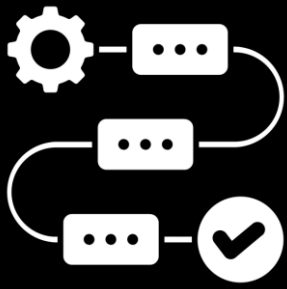
Find a Ride Transportation Services – Fall 2025



Demand response in testing for learning purposes.

Phase 2 Updates

- ❖ **Phase 2 Solution Overview**
- ❖ **Phase 2 Diagram**
- ❖ **Phase 2 Steps (Draft)**
- ❖ **Phase 2 Progress (Draft)**
- ❖ **Call to Action**

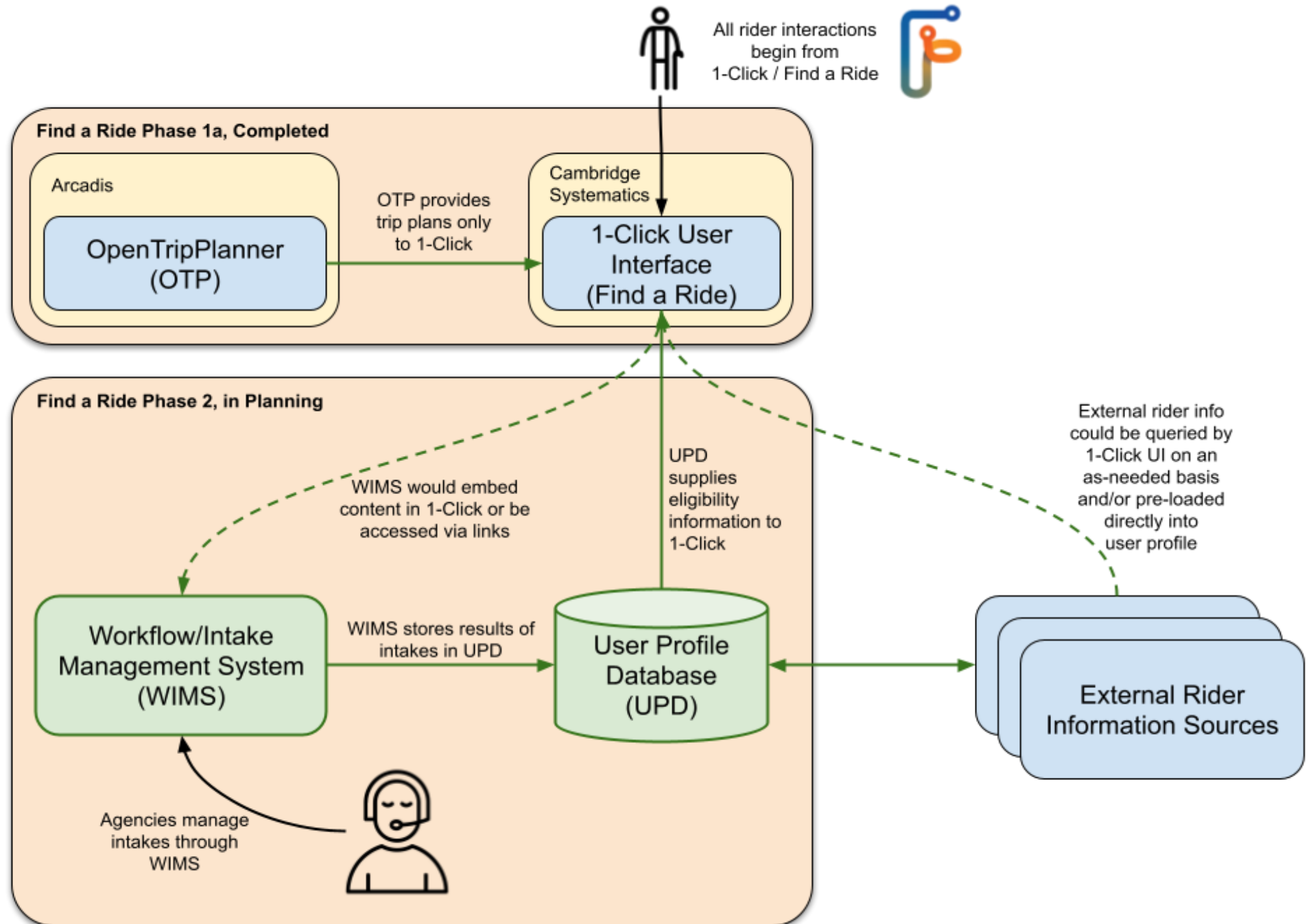


The Solution: A Centralized, Easy On-Boarding System

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



Phase 2 Overview:

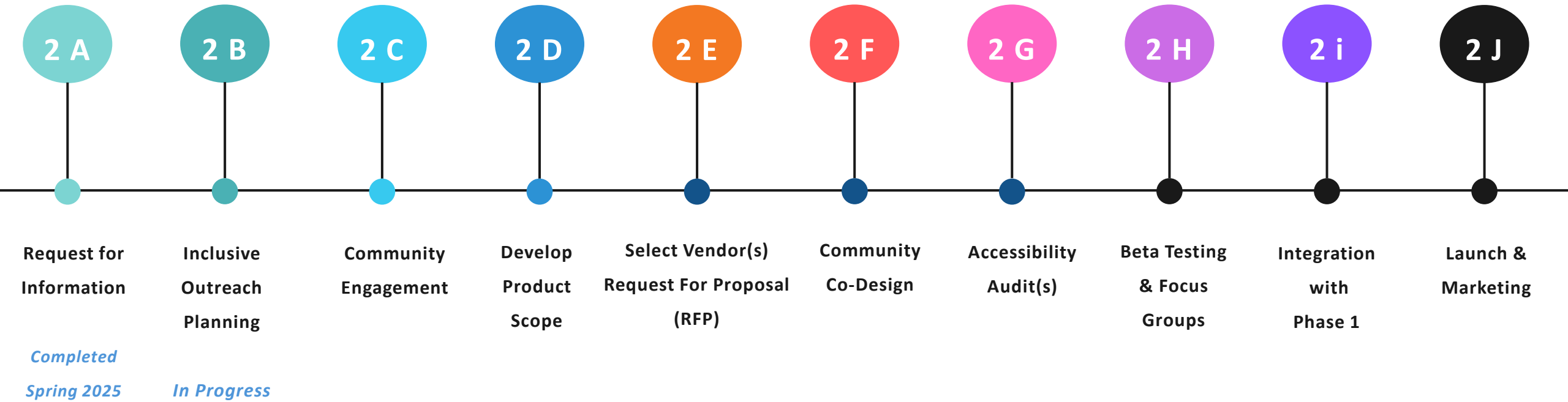


- 2A. Request for Information**
- 2B. Inclusive Outreach Planning**
- 2C. Community Engagement**
- 2D. Develop Product Scope**
- 2E. Select Vendor(s) / Request
For Proposal (RFP)**

- 2F. Community Co-Design**
- 2G. Accessibility Audit(s)**
- 2H. Beta Testing & Focus Groups**
- 2i. Integration with Phase 1**
- 2J. Launch & Marketing**



PHASE 2 Progress Tracker



Questions?



2018 Inclusive Planning

- *Transit Planning 4 All* Grant (2018-2020)
- Evaluated “how do older adults, people with disabilities, and caregivers find and secure transportation?”



Learn more at <https://www.kcmobility.org/kcmc-inclusive-planning-grant>

2025 - 2026

Phase 2 Inclusive Planning Taskforce



Phase 2 Inclusive Planning Taskforce



Who should join?

- **System Users** who ride eligibility-restricted transportation
- **Transportation Providers** who provide eligibility-restricted transportation
- **System Users** from priority populations who **do not** currently use specialized transportation
- **Community Partners** who provide transportation support to their community members
- **Healthcare Partners** who understand community concerns about private health information

Questions?



Access Pierce

“Starting October 1, United Way of Pierce County is transforming the way people connect to critical services. We’re evolving from a traditional 211 call center into [Access Pierce, a locally operated Resource Navigation Center](#) that offers personalized, community-based support for individuals and families.”



ACCESS PIERCE

Your Connection to Local Support & Resources

- FREE AND CONFIDENTIAL
- STAFFED BY LOCAL EXPERTS
- PERSONALIZED SUPPORT FROM TRAINED NAVIGATORS



CALL **253-572-HELP (4357)** OR **1-800-572-4357**

TEXT TO **253-572-4357**

VISIT **WWW.ACCESSPIERCE.ORG**

EMAIL TO **ACCESS@UWPC.ORG**

Pierce County Speakers

- Daeveene May, Transportation Supervisor, Beyond The Borders
- Jacque Mann, Director of Transportation Services, PSESD
- Penni Belcher, 211 Director, United Way of Pierce County

Transportation Navigation with Access Pierce

“Our team helps navigate local transportation, providing rides for medical, employment, and other appointments. We also may provide rides through our Ride United partnership with Lyft.

Basic Needs Navigation

Access Pierce staff connect individuals and families to resources for essentials like food, housing, health care, and more by providing personalized guidance to help them access support quickly and effectively.”

Questions?



Additional Partner Announcements



Find a Ride Advisory Committee Meeting



Healthier Here & Data Management

Speakers: TBD

Monday, December 8, 2025

1 – 2:45 pm



Project Contacts:



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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!

