



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

Find a Ride Advisory Committee

December 8, 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	Chelsea Nelson Senior Manager Find a Ride cnelson@hopelink.org (425) 457-9685	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

HealthierHere & Data Privacy

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

HealthierHere

Ro Friend, Healthier Here



Updates

Laura Loe, Program Manager Find a Ride, Hopelink

1. Enhancements, QA Demo
2. Find a Ride Rack Cards – Coming Soon
3. Transportation Service Updates
4. Phase 2 Progress Tracker

Rack Cards!



Transportation
Options
for You

A Community Living Connections partner.

**Trip planning support is
available on our website.**
FindARide.org

We can help you:

- Learn about lower fare options
- Determine which services you qualify for
- Plan your trip, including eligibility restricted services, bus, light rail, and more!

For additional support:
FindARide@hopelink.org
1-888-697-9080

Hours of operations:
Monday–Friday
9:00 a.m.–4:00 p.m.



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

My trip plan

Mobility Option 1:

Fare: \$

Contact Info:

Mobility Option 2:

Fare: \$

Contact Info:

Notes:



FindARide.org



Questions?



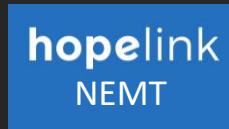
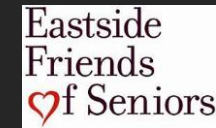


FIND A RIDE

Find a Ride Transportation Services – Fall 2025



Zip Shuttle



Runner

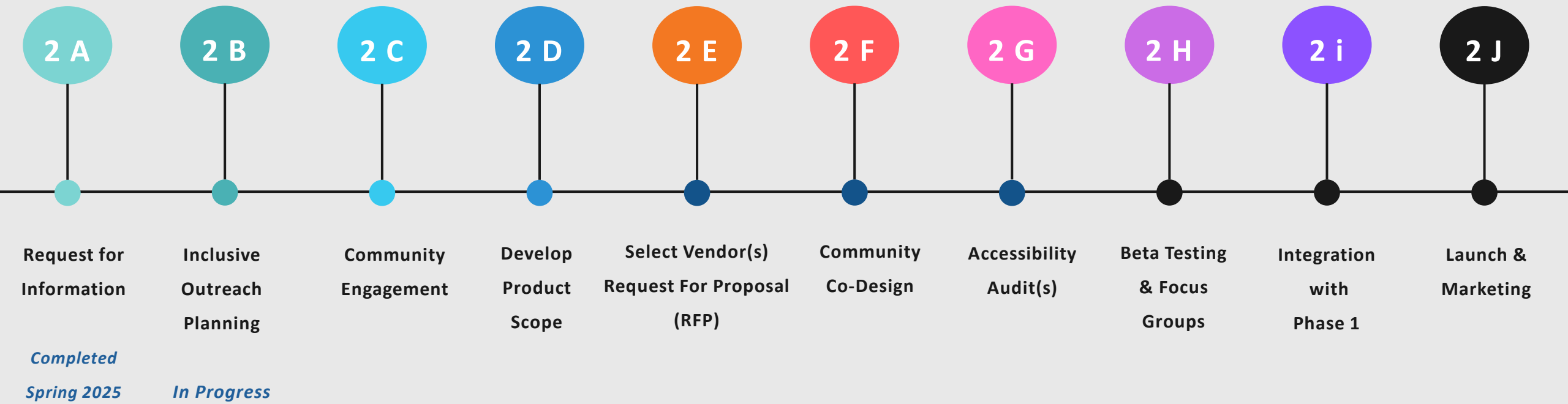


Hyde Shuttle



Demand response
in testing
for learning
purposes.

Phase 2 Progress Tracker



Questions?



HealthierHere Speakers

Ro Friend (she/her)

Associate Director of Information Privacy and Security

HealthierHere



HealthierHere



Data and Privacy at HealthierHere

Short Overview of Core Practices and Safeguards

Key HealthierHere Staff

- Ro Friend – Associate Director Privacy and Security
- Rim Cothren – Chief Technology Officer
- Jami Young – Director of Technology
- Thuy Hua-Ly – Chief Operating Officer

Internal Policies and Procedures

- Comprehensive internal security policies governing all technology infrastructure and internal practices
 - *Data Privacy, Security, and Management policies*
 - *Consent and authorization policies*
 - *Internal privacy policies*
- Extensive Standard Operating Procedures for actions that impact internal security, partner data, and client privacy
 - *Includes Connect2 specific practices like penetration testing, updates to the platform, and data access requirements*
 - *Includes general internal practices such as technical requirements, data and privacy contracting, and client consent management*
- Robust disaster recovery and incident response plan policies to manage any incidents that arise (thankfully, we have no such incidents since our launch)
- Audited yearly and developed in conjunction with experts at Uncommon Solutions

Core Privacy and Security Practices for Connect2

- User roles and permissions
- Extensive training for partner users
- Separate processes and flows for sensitive data
- Adherence to HIPAA Security Rule requirements for data retention and processing
- Penetration testing by outside consultant
- Yearly audits of core policies and procedures
- Standardized consent forms
- Standardized data sharing agreements with partners (and Business Associate Agreements for HIPAA where necessary)

Internal Security Practices

- Comprehensive, mandatory, annual training for all employees (includes HIPAA-specific training modules and common employee threats like phishing and email security culture)
- Extensive use of antivirus and endpoint protection
- Two-factor authentication for all core platforms and technologies used to provide services to partners and clients
- Collaboration with information security experts and consultants on organization-wide practices

Data Governance Board

- Governs **any** changes to our internal practices related to the collection, use, and disclosure of individual data
- Convenes regularly to review tickets submitted by community partners or internal stakeholders
- Conducts research together with internal stakeholders against best industry practices and legal requirements
- Makes recommendations and votes on implementation
- Is composed of stakeholders across the organization with specialties in data privacy and security, familiarity with partner and client needs, and expertise on key business goals

Change Control Board

- Governs any substantive changes to the C2C platform
- Convenes monthly to review release changes that are planned to be rolled out to the platform (includes any release updates provided by Ready Computing, together with specific changes to the platform and its configuration that we are implementing internally)
- Makes recommendation and votes on implementation of all releases
- Is composed of stakeholders across the organization with specialties in data privacy and security, familiarity with partner and client needs, and expertise on key business goals

Questions?

- Feel free to reach out to Laura Loe at lloe@hopelink.org and she will share your questions with HealthierHere staff.
- Find a Ride is grateful to have Olivia Butkowsksi, HealthierHere, as one of our advisors.

Additional Partner Announcements



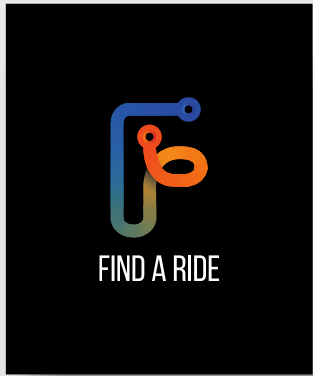
Find a Ride Advisory Committee Meeting



***Phase 2 Inclusive Planning,
Community Compensation, & More!***

Monday, February 9, 2026

1 – 2:45 pm



Project Contacts:

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Staci Sahoo

Director, Mobility Management
ssahoo@hopelink.org

(425) 943-6769

**Networking
Time!**

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

A chance for us to catch up!

