One-Call/One-Click
Find a Ride

Central Puget Sound’s
Multimodal Trip Planner and Referral System
Led with 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
Solution: Central Puget Sound’s One-Call/One-Click

- Inclusive planning; focused on the user.
- Regional focus - King County led, with Snohomish and Pierce partners.
- Unique user cases such as emergency management and healthcare.
- Phase 1 funds by Washington State Department of Transportation’s Consolidated Grant.
  - Match support from Hopelink, King County Metro, Sound Transit, and Aging and Disability Services.
# Specialized Transportation Life Cycle

<table>
<thead>
<tr>
<th>Discover</th>
<th>Review Options</th>
<th>Apply or Register</th>
<th>Sign In</th>
<th>Request or Book Service</th>
<th>Service Provision</th>
</tr>
</thead>
<tbody>
<tr>
<td>“What exists for people in my overall group(s)?”</td>
<td>“Among the existing options, which options will work for my situation?”</td>
<td>“What do I need to do to establish eligibility for the service?”</td>
<td>“How do I connect to the service as a registered user?”</td>
<td>“What do I need to do to use the service?”</td>
<td>The actual transportation services and immediate lead-up</td>
</tr>
</tbody>
</table>

Full Path LLC
One-Call/One-Click Find a Ride Roadmap

1. Service Discovery & Trip Planning
2. Rider Profiles
3. Intake, Eligibility Determination, & Enrollment Verification
4. Integration with AccessMap
5. Trip Brokering
6. Payment and Billing

More information is available at: https://www.kcmobility.org/ococ
Rider Requests Trip Online, Multiple Providers Available

**Discover**
- Rider visits OCOC website and views transit options in the region.

**Review Options**
- Rider sees many options and is uncertain about which service to use.

**Request Service**
- Rider builds profile and requests trip through the OCOC system. Based on the rider's preferences & confirmed eligibility, the request is submitted to potential providers.

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**Rider**  |  **OCOC System**  |  **Transportation Providers**
---|---|---
Discover  |  Rider visits OCOC website and views transit options in the region.  |  
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**hopelink**
The latest and greatest

• Branded Name: Find a Ride
• Eligibility Filters and tagging
  • Rider information
  • Mobility accommodations
  • Trip Purpose (tag)
• Functionality and User Testing
  • Accessibility via assistive technology
  • Accessibility via language
Trip Search
Rider Profile

Customize Your Travel Profile

FIND MATCHING TRAVEL OPTIONS

- Don’t Show this Screen Again

For Specialized Services, Indicate Your Personal Characteristics to Check Eligibility

- I have a disability.
- I have Medicaid/Apple Health.
- I have limited/low income.
- I am a veteran.
- I am ADA paratransit eligible.

For Specialized Services, Indicate Your Age to Check Eligibility

Age 65

For Specialized Services, Indicate Any Mobility Accommodations that You Require

- I need room for a folding wheelchair.
- I need room for a motorized wheelchair.
- I need assistance from the driver.
- I need delivery to the curb in front of my home.

Mobility for All
Trip Discovery

Transportation Options for Your Trip

308 Kirkland Ave, Kirkland, WA 98033
10201 E Riverside Dr, Bothell, WA 98011

Depart at 5/25/2023
10:38 AM

Northshore Senior Center

Dial-A-Ride Service

Call to schedule

18 min Specialized Transportation (estimated)

10:55 AM to 11:29 AM

33 min (Transit: 20 min, Walk: 13 min, Wait Time: 0 min)
Your trip on May 25, 2023

10:38 AM
308 Kirkland Ave, Kirkland, WA 98033 WALK
HEAD SOUTH on path for 90 ft

10:38 AM
corner of path and service road NORTHSHORE SENIOR CENTER
BOARD Dial-A-Ride Service
GET OFF at: Destination

10:56 AM
10201 E Riverside Dr, Bothell, WA 98011

Email your ride details
Map View

Directions

Your trip on May 25, 2023

10:38 AM
308 Kirkland Ave, Kirkland, WA 98033 WALK
HEAD SOUTH on path for 90 ft

10:38 AM
corner of path and service road NORTHSOIR SENIOR CENTER
BOARD Dial-A-Ride Service
GET OFF at: Destination

10:56 AM
10201 E Riverside Dr, Bothell, WA 98011

Email your ride details

EMAIL
Map View: Door to Door
Rides & Smiles

Sound Generations - Hyde Shuttle & Rides and Smiles

Rides & Smiles

Call to schedule

17 min Specialized Transportation (estimated)
Service Details

Details about this Service

Sound Generations - Hyde Shuttle & Rides and Smiles

phone: (206) 727-6262

e-mail: seniorshuttles@soundgenerations.org

website: https://soundgenerations.org/our-programs/transportation/

description: Call ahead for this service. Hyde Shuttles is a service of Sound Generations, a comprehensive non-profit organization that serves older adults and adults with disabilities in King County. Hyde Shuttle provides door-to-door van service throughout King County. Our friendly, caring drivers transport riders to and from medical appointments, the pharmacy, senior centers, grocery stores, a friend's house, and every location you need. Hyde Shuttles https://soundgenerations.org/our-programs/transportation/hyde-shuttle/

accommodations provided: Folding Wheelchair, Motorized Wheelchair, Curb-to-curb, Door-to-Door, Wheelchair Accessible

Eligible Purposes: Other Purpose

eligibility requirements (any one): Disabilities
Transportation Services List
Done & In Progress
Current Process & Timeline

✓ Phase 1a User Testing
✓ One-Call/One-Click Advisory Committee
✓ Internal user testing with Hopelink team, March 2023
✓ Software vendor finalization, May 2023
✓ User Testing broadens, Spring & Summer 2023
✓ Community engagement & partner marketing Fall 2023
✓ Beta testing with you!
Current Phase Timeline

Development
Nov 2022 to March 2023

Production Site
Mid-March 2023

User Acceptance Testing
March & April

Usability Testing + Audit
April & May

Expand testing
Spring & Summer

Marketing
Summer 2023

Soft Launch
Late Summer 2023

Data Creation, Validation, and Maintenance
Continuous

Updated 5/25/2023
The One-Call/One-Click Approach to Specialized Transportation

The current transportation system places a burden on community members to find their ride on their own. This becomes especially tricky for anyone who wants to use specialized transportation services like volunteer programs or neighborhood shuttles. As part of that burden, the community member must know and understand all the complexities in the service network. They must become experts in different programs’ eligibility criteria, scheduling practices, service areas, and other details.

A One-Call/One-Click System seeks to connect community members to the transportation services that meet their needs through a centralized trip planning and ride requesting service that is just one call or one click away!

Hopelink Mobility Management and the King County Mobility Coalition have received funding for Phase One of creating a One-Call/One-Click system for the Puget Sound Region! Read our Find a Ride Roadmap and business plan to learn more!

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**Phase 1 Key Project Milestones**

1. Inclusive Planning / Community Engagement (2018 -2021)
2. Software Request for Proposal (2022)
3. Software Development (2022-2023) detailed in timeline below

**In the News!**

The Central Puget Sound One-Call/One-Click project represents tremendous progress for both the specialized transportation and transit technology sectors. Read more about the impact our work is
### Ride Referral Coordination Success

**Example 1:**
**Rider Requests Trip Online, Multiple Providers Available**

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<tr>
<td><strong>Assign Request</strong></td>
<td>Provider B reviews the request and accepts the trip in the OCOC system; the other two providers are also informed the ride has been fulfilled</td>
<td></td>
<td></td>
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<tr>
<td><strong>Confirm</strong></td>
<td>Provider B contacts rider to confirm trip; explains trip experience to the rider and answers any questions</td>
<td></td>
<td></td>
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<tr>
<td><strong>Provide Service</strong></td>
<td>Provider B provides trip and reports the successful outcome to the OCOC system</td>
<td></td>
<td></td>
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</table>
Thank you!

Questions?

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