One-Call/One-Click

Supplemental Trip Planning Software User Testing and Outreach
Work Plan 2021-2023

KING COUNTY MOBILITY COALITION VISION

A coordinated transportation network that allows all people to move freely around King County and the Puget Sound region

The Hopelink Mobility team is committed to the principles of inclusivity and accessibility. This Work Plan details actions the team and our community will take in order to supplement the user testing for the Central Puget Sound One-Call/One-Click system’s Trip Planning Software. These efforts will go beyond traditional user testing and will advance the field of accessible design in transportation.

GUIDING PRINCIPLES

1. Accessible and Inclusive Design
2. Engage Early, Often, and with Intentionality
3. Usability
4. Moving the field beyond simple compliance
5. Transparency
6. Widespread

STAKEHOLDERS

- Advisory Committee
- Technical Advisors
- WSDOT
- Community Members/Users
- Assistive Technology Groups
- Disability Stakeholder Groups
- Transportation Providers
- Mobility Coalitions

PHASES

Phase 1. Accessibility Design: usability for all ages and abilities is the utmost importance. Our platform will reach WCAG 2.2 Level AA prior to launch, with the goal of Level AAA standards as we learn and adapt (Summer-Winter 2022).

1.1 Perform a literature review and peer review to develop best practices in accessibility design.

1.2 Partner with accessibility consultant(s).

1.3 Recommend process improvements for future accessibility compliance testing.

Last Updated: September 2, 2022
Phase 2. **Review of Existing Products:** The Hopelink Team and Advisory Committee will review past products created by the vendor to test out possible features and identify specific desires for the OC/OC (Summer-Fall 2022).

2.1 Vendor offers demo at Advisory Committee Meeting.

2.2 Vendor shares links to past products with similar functionality. Receive initial feedback from Advisory Committee on usability. Track and document feedback and edits.

2.3 Create user scenarios which will test the software. Repeat these scenarios throughout future phases.

Phase 3. **Traditional Software User Testing:** Likely embedded in the vendor software development process. This user testing will include software functionality, debugging, etc.

3.1 Vendor to complete standard testing, ensure full functionality of software.

3.2 Increase emphasis on accessibility and usability in this process.

Phase 4. **Feedback and testing of initial product:** Advisory Committee members and select community members will use the drafted product (Fall-Winter 2022).

4.1 Review product at Advisory Committee Meetings.

4.2 Virtual product testing with key constituents using a variety of personal assistive technologies.

4.3 Employ user scenarios as testing method, identifying system-wide structures.

4.4 Collect recent ride requests from transportation providers to test in OpenTripPlanner; modify parameters as needed.

Phase 5. **Beta Testing:** Product is “soft launched” it will be sent to select community partners, as a fully functioning trip planner. Continue to accept feedback on how the product can be improved (Winter – Spring 2023).

5.1 Determine an honorarium plan for compensating users for providing feedback.

5.2 Add a sign-up form for current visitors to findaride.org to opt in to testing beta OC/OC.

5.3 Internal Mobility team product testing with Transportation Resources Line calls/requests.
5.4 Beta testing expands to key partners. Call Center Staff, King County 211, medical assistors, King County Mobility Coalition members.

Phase 6. Go/No Go for Full Launch: User Testing Data and Findings are reviewed and assessed to determine the full release of One-Call/One-Click.
Appendix A: Acronyms and Definitions

Dashboard – a summary of important information; usually a page on a website giving access to different elements of the site.

Data Feeds – a mechanism for delivering data automatically or on-demand between systems. Data feeds with route information will be used in One-Call/One-Click to populate the trip planner and make travel options discoverable to the user.

GOFS- General On-demand Feed Specification – a proposed and emerging standard format for on-demand transportation services.

GTFS— General Transit Feed Specification – A common format for public transportation schedules and associated geographic information.

GTFS Capabilities – A proposed extension to the GTFS that adds the ability to describe more detailed fleet and service attributes such as the presence of a wheelchair lift or staff that provide assistance outside the vehicle. This proposal has not yet been adopted into the standard.

GTFS Eligibilities -A proposed extension to the GTFS that adds the ability to describe services according to who may access them. For example, a veteran-specific service. This proposal has not yet been adopted into the standard.

GTFS Flex - A GTFS addition that adds is the ability to describe areas for a transit route that may have a deviated route service area.

MobilityData – a national non-profit focusing on the standardization of transportation data and implementing new standards to improve connectivity and mobility.

Mobility Management – An approach to designing and delivering transportation services that starts and ends with the customer. It begins with a community vision in which the entire transportation network—public transit, private operators, cycling and walking, volunteer drivers, and others—works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community's needs.

One-Call/One-Click (OC/OC) – Access to transportation information and booking through a single point of entry via a public-facing web-based system, paired with phone-based services with staff that also rely on the web-based system.

PCCTC – Pierce County Community Transportation Coalition – the mobility management coalition for Pierce County.

Policymakers – a person, especially in government, who has decision-making power, or who influences the writing of regional policy or legislation.

QA/QC- Quality Assurance/ Quality Control. A standardized process of reviewing systems for accuracy and usability.

Snotrac- The mobility management coalition for Snohomish County.

VSHSL – Veterans Seniors Human Services Levy – a funding source in the Seattle/King County area.

WCAG – Web Content Accessibility Guidelines – standards that define how to make web content more accessible for people with disabilities.
WSDOT – Washington State Department of Transportation - State department that maintains the highways, toll roads, and ferries in Washington State.