

# Find a Ride

## Planning With You!

### What Is Find a Ride?

Find a Ride is a free program run by Hopelink that helps people in King, Pierce, and Snohomish counties find transportation. We help find ride options for:

- People who live in rural areas with few bus routes.
- Older adults.
- People with disabilities.
- Caregivers helping a family member get around.
- And anyone who needs a ride!

Right now, finding the right ride can be really challenging. You may need to fill out lots of different forms, show lots of paperwork, and contact many different programs just to get one ride. We want to change that.

### The Problem We're Solving

#### **Getting a ride shouldn't be this complicated.**

Many transportation programs — like volunteer driver services, medical ride programs and neighborhood shuttles — have their own sign-up process. To use them, you may need to:

- X Fill out a long application for each program separately.
- X Prove your income (pay stubs, tax forms, benefits letters).
- X Get a doctor's note or medical documents.
- X Show proof of age (birth certificate, ID).
- X Explain your disability or health condition multiple times.
- X Wait weeks to find out if you qualify.

This is exhausting — especially for people who already face health challenges, language barriers, or limited access to technology.

# Find a Ride — Phase 2

## A Community Guide | Hopelink Mobility Management

### What Is Phase 2?

Phase 2 is the next step in building a smarter, simpler system for finding rides. Our goal is to make it so you only need to sign up **one time** — and we do the rest.

Here's what we're working toward:

#### Sign up once

Submit your information one time and use it for many programs.

#### Easy eligibility checks

We figure out which programs you qualify for — so you don't have to.

#### Keep your information safe

Our system protects your information.

#### Less paperwork

Upload your documents once — income proof, medical forms, ID — and we keep it safe.

#### Help by phone or online

Get help the way that works for you — a phone call, a computer, or in person.

### What Is Inclusive Planning?

Inclusive Planning means we build this system WITH the community — not just for the community. We believe the people who will use Find a Ride know best what they need.

That's why we're asking riders, caregivers, and community organizations to help us understand:

- What makes signing up for transportation programs hard for you?
- What documents are hardest to get? (like a doctor's note or ID)
- What parts of the process feel unfair or confusing?
- What helps you understand your information is secure?
- What would make your experience much better?

***Your answers will shape the technology and processes we build.  
Nothing will be built without community input.***

# We Want to Hear From YOU!

Your experience matters. Your voice shapes what we build.

## How Can You Help Give Feedback?

Stay tuned for opportunities to give us feedback in 2026-2027!

### Community Surveys!

Share your story about signing up for transportation services.

### Community Listening Sessions

Our staff will be hosting on-line and in-person sessions to hear from you.

### Advisory Committee

We meet every other month. Let us know if you would like to be added to our invite list.

### Technical Advisors

We are looking for technical advisors to support Phase 2.

## What Are We Building Long Term?

Find a Ride is growing! Here is the big picture of what we are working toward over the next few years:

<b>Now</b>	We already have a trip planner that shows over 25 ride options that aren't listed anywhere else.
<b>Phase 2</b>	Build an easy sign-up system so you only share your information once to access many programs.
<b>Next</b>	Add sidewalk and accessibility information to help people plan safe routes.
<b>Future</b>	Book and pay for rides directly through Find a Ride — one simple system from start to finish.

## Questions? Ready to share your story?

✉ FindARide@hopelink.org | 🌐 www.kcmobility.org/OCOC

Find a Ride is a project of Hopelink and the King County Mobility Coalition.

### We Know Sign-Up Can Be Hard

**Many specialized transportation programs require a lot of documents before you can ride. We want to understand which parts are hardest so we can fix them!**

#### Have you faced any of these barriers when signing up for transportation?

- Proving your income — like pay stubs, tax returns, or benefits letters.
- Showing medical paperwork — like a doctor's note or disability documentation.
- Proving your age — like a birth certificate or government ID.
- Filling out long applications in English when it's not your first language.
- Waiting a long time without knowing if you were approved.
- Not knowing which programs you qualify for.

If you've experienced these things, we want to hear from you.

Your story helps us build a system that makes all this easier for everyone.

### What's Happening When? *(tentative schedule)*

<b>Winter to Summer 2026</b>	Listen to the community to understand what to build. Research: talking to vendors and learning what tools already exist.
<b>Late 2026</b>	Choose and purchase the software we'll use.
<b>Early 2027</b>	Build the new sign-up and eligibility system.
<b>Winter 2027</b>	Community testing — you can try it before it officially launches!
<b>Summer 2027</b>	Community Partner launch of the new Find a Ride system.

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