

41606 - Central Puget Sound One-Call/One-Click

Application Details

Funding Opportunity: 38335-2027-2029 Consolidated Grant Program - Mobility Management
Funding Opportunity Due Date: Sep 9, 2026 3:01 PM
Program Area: Consolidated Grant Program
Status: Editing
Stage: Final Application

Initial Submit Date:
Initially Submitted By:
Last Submit Date:
Last Submitted By:

Contact Information

Primary Contact Information

Name: Ms. Staci Allegra Sahoo
Salutation First Name Middle Name Last Name
Title: Director, Mobility Management
Email*: SSahoo@hopelink.org
Address*: 14812 Main St

Bellevue Washington 98007-5245
City State/Province Postal Code/Zip
Phone*: (425) 943-6769
Fax:

Organization Information

Legal Name*: Hopelink
DBA Name*: Hopelink
Organization Type*: Non Profit
Organization Website: (Please enter http://... for this field)
SAM UEI #: CPGMVDJWLLY3
Physical Address*: 14812 Main St

Bellevue Washington 98007-5245
City State/Province Postal Code/Zip
Mailing Address*: PO Box 3577

Remit to Address*: Redmond Washington 98073-3577
City State/Province Postal Code/Zip
PO Box 3577

Phone*: Redmond Washington 98073-3577
City State/Province Postal Code/Zip
(425) 943-6769 Ext.

Fax:

Fiscal Year End June

Last day of*:

Indirect Cost Rate: 0.00%

IDR Expiration Date:

Organization Contact Information

Organization Contact Information

Organization Director*: Meghan Altimore
First Name Last Name
CEO meghana@hopelink.org
Title Email Address

Applicant Contact*: Staci Sahoo
First Name Last Name
Director, Mobility Management ssahoo@hopelink.org
Title Email Address

Project Contact: Staci Sahoo
First Name Last Name
Director, Mobility Management ssahoo@hopelink.org
Title Email Address

Summary of Project Information

Summary of Project Information

Identify whether the project in this application is sustaining, new, or expansion.

Need for Service: Sustain existing service
Expansion can't be combined with sustaining existing service in the same application for the first biennium.

Capital equipment for a mobility management project includes items that have a useful life of more than one year, exceed your organization's capital cost threshold or \$10,000, and are subject to depreciation and inventory tracking.

Examples for mobility management include information kiosks and technology.

Does your mobility management project include the purchase of capital equipment*: No

Checking "Yes" for federal funds means that your organization is willing and able to comply with the associated federal requirements, such as federal drug and alcohol testing procedures, Title VI activities, and federal small business enterprise (FSBE) requirements. For examples of federal requirements from last biennium, refer to the [Public Transportation Grant Guidebook](#).

Willing to Accept FTA funds for the biennium*: Yes

If project is a purchase-of-service type, the eligible funding source and match rate may be affected.

Is this a purchase-of-service project?: No

If your organization has proof of 501(c) nonprofit status, the project may be eligible for state paratransit special needs competitive funds.

Does your organization have 501(c) nonprofit status?: Yes

Choose the congressional district(s), legislative district(s), and county(ies) this project will serve (include the entire project area)

[Congressional & Legislative District map](#)

Congressional District(s)

1,10,2,6,7,8,9

Select as many as apply

*:

Legislative District(s)

01,02,05,10,11,21,25,26,27,28,29,30,31,32,33,34,36,37,38,39,41,43,44,45,46,47,48

Select as many as apply

*:

County(ies)

King,Pierce,Snohomish

Select as many as apply

*:

Scope of Work

Scope of Work

Select the [Regional Transportation Planning Organization \(RTPO\)](#) / [Metropolitan Planning Organization \(MPO\)](#) that will be ranking this project from the drop-down menu.

RTPO/MPO*:

Puget Sound Regional Council

Project Summary (Scope)

Provide a brief, high-level description of what your project proposes to do (address what the project is, whom it serves, and where the service occurs).

This summary will be used in your grant agreement and may also be used to describe your project to the Legislature.

Proposed summary/scope of work*:

This project maintains and improves the One-Call/One-Click program, Find a Ride, a multimodal trip planning and referral system for targeted populations in the Central Puget Sound. Find a Ride gives the community a one-stop shop for transportation needs while increasing the efficacy and coordination of existing specialized transportation services.

Project Description

Provide a detailed description of the tasks, activities, and deliverables your project will complete. Your narrative should reflect the full life of the project and demonstrate how the proposed activities align with the grant program's goals.

Description of project*:

Find a Ride is the Central Puget Sound region's One-Call/One-Click system, with an initial phase focused on transportation information and trip planning. During the next grant cycle, Find a Ride will maintain the established service level of the project by continuing relationships with existing transportation services (currently around 50) and technical vendors to ensure the data supporting its centralized transportation resource hub and multimodal trip planner remains accurate.

Find a Ride received a Federal Transit Administration grant to carry out Phase 2 milestones focused on integrating eligibility assessment processes. This work will include contracting with vendors to build on existing Phase 2 prototype work and using human-centered design to develop a final design that allows user profiles to initiate eligibility processes.

Once completed, this project will support day-to-day operations of the Central Puget Sound One-Call/One-Click, including working with transportation providers and other services to integrate the platform with provider workflows. Staff will also continue outreach and training for assistors and end users in new capabilities and market the platform to new partners and users. These improvements will enhance the user experience and provide a foundation for future phases that may integrate One-Call/One-Click functions such as enhanced pedestrian routing, booking services, and payment.

Project Need

Why is this project needed, and how does this proposal address the need? How would the community be affected if the grant is not awarded?

Include a description of the transportation problem that aligns with the need identified in the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP). Explain how the problem was identified and describe how the proposed project will address it.

Need*:

Central Puget Sound offers transportation options including fixed-route transit, volunteer driver programs, senior shuttles, and demand-response services. Riders with specialized needs must navigate multiple information and referral sources, including 2-1-1, Community Living Connections, in-person assistance, and transportation providers. Providers have different service areas, fares, eligibility requirements, and hours, creating a

fragmented system that burdens riders, social service organizations, and medical providers.

Through inclusive planning, Hopelink and the King County Mobility Coalition (KCMC) identified a need for one place, accessible online and by phone, to find and reserve transportation. One-Call/One-Click (OC/OC), under the Find a Ride banner, addresses this need through a unified regional trip planner developed in Phase 1. The next phase will connect the mobility network by coordinating transportation eligibility information.

Across three counties and approximately 50 transportation services, OC/OC addresses Coordinated Mobility Plan Need #1: Better cross-agency and cross-county coordination for a seamless travel experience and Need #5: More rider education opportunities and awareness of available transportation services. Without Find a Ride, individuals and assistors must navigate this complex system alone, providers receive trip requests they cannot serve, and decision-makers lack information to identify transportation network gaps.

Area Served

Is this project primarily serving a rural area?* No
Any service that supports public transportation in rural areas with populations less than 50,000.

Is this project primarily serving the Seattle, Tacoma, Everett urbanized area?: Yes

Special Needs Transportation

To be eligible for special needs transportation funding, applicants must address how their project advances the efficiency in, accessibility to, or coordination of transportation services provided to persons with special transportation needs, as defined in [RCW 81.66.010\(3\)](#).

Does this project advance efficiencies in, accessibility to, or coordination of special needs transportation?* Yes

Describe how your project advances these areas, and the approach you are using to achieve these improvements. Additionally, identify the special needs population(s) to be served by this project.

Special Needs Transportation:

The project aims to improve the well-being and mobility of people with special transportation needs by improving the coordination and accessibility of transportation services.

Phase 1 included investments in data, software, and phone support, allowing users to identify transportation options across the region that meet their specific travel needs. The platform provides comprehensive information on more than 50 transit, paratransit, personal mobility, and specialized transportation services.

Developed with feedback from dozens of specialized transportation providers, community members, and assistors, Phase 2 will continue to rely on these accessibility subject matter experts and use a human-centered design approach. While anyone may use Find a Ride, the system is designed and marketed with people with disabilities, older adults, low-income populations, and people with limited English proficiency in mind. The platform also supports "assistsors," including caregivers, medical and social service providers, and information and referral specialists who use Find a Ride on behalf of others.

These users often face complex eligibility requirements that vary by transportation provider. Phase 2 will address this barrier by working with partners to coordinate eligibility and intake through a centralized platform, increasing efficiency for eligibility-restricted services. In addition to providing a single online and phone access point, Find a Ride uses a no-wrong-door approach so community members can receive assistance regardless of how they seek transportation. The current Find a Ride Phase 2 implementation leverages a Federal Transit Administration grant, with a goal of launching the pilot in late 2027.

Project Staff

Provide the names of the key staff who will be working on this project, along with their years of experience and relevant qualifications. Include their experience managing similar projects, with specific attention to responsibilities for grant financial management, budget oversight, documentation, and compliance.

Project Staff*:

Hopelink has managed federal, state, and local grants for more than 30 years, including FTA Section 5310 and other grant funds and contracts for nearly 20 years. Chief Operating Officer Eileen Aparis, Chief Technology Officer Daniel Quirk, and Vice President of Transportation Susan Carter will provide grant management expertise. Hopelink has extensive experience implementing significant software projects, including web-based applications, with an IT department supporting its several technology efforts.

Director of Mobility Management Staci Sahoo will oversee the grant. Staci has managed FTA funds since 2012, including Sections 5310, 5316, and 5317, and other federal, state, and local funding. She tracks and approves grant expenses, manages RFPs and subcontracts, monitors performance measures and outcomes, compiles grant reports, and documents state and federal compliance.

Staci will also provide oversight and guidance to the Find a Ride Program Manager, Dean Sydnor, who has seven years of transportation experience. Dean will track grant expenses, performance metrics, and program outcomes and supervise and train staff.

Relationship to Other Projects

Relationship to Other Projects

Is this project dependent on any other projects submitted by your organization?* Yes

List all dependent project applications by title and funding opportunity, including this project.

Describe how the projects are related and explain any dependencies between them. If applicable, identify the funding priority among the projects.

Dependent Project(s)*:

Mobility Management in King County, Mobility Management. Core program staff support this grant project and priority would be to fund this first and then the Central Puget Sound One-Call/One-Click.

Did you, or will you, apply for this project in another grant program this biennium?* No

Have you applied for the same project in a prior biennium and did not receive funding?* No

Are you applying for other projects within this funding opportunity?* Yes

List all project applications for this funding opportunity, including this project, in order of priority*:

1. Mobility Management in King County
2. Central Puget Sound One-Call/One-Click
3. Regional Alliance for Resilient and Equitable Transportation (RARET)

Planning and Coordination

Coordinated Public Transit - Human Services Transportation Plan

Coordinated Public Transit - Human Services Transportation Plan	Page number(s) or TBD	How is the need in the CPT-HSTP met by this project?
Puget Sound Regional Council	64, 68, 69	The Coordinated Mobility Plan's primary need addressed, "Need #5: More rider education opportunities and awareness of available transportation services," explicitly calls out One-Call/One-Click tools as a solution. This project will support cross-agency and cross-county coordination of transportation providers and optimize access to healthcare destinations by providing a one-stop shop for an individual's transportation needs.

Cross-region Project

Does this project have a service area that crosses RTP/MPO planning boundaries?* No

Project Coordination

Describe coordination efforts. Include details such as:

- How is the project reflected in regional plans?
- Which prioritized strategies are being addressed?
- Who was involved in defining the transportation problem?
- Other alternatives considered for addressing the problem.
- Demonstrations of local/regional coordination in implementing the proposed project.

Coordination Efforts*:

OC/OC grew out of inclusive planning with rural and special needs populations who identified a need for a centralized phone and website to simplify

finding and securing transportation. FindARide.org connects riders to transportation options; the phone line connects to the Find a Ride team for King County, VOAWW for Snohomish County, Access Pierce in Pierce County, and tentatively Mobility for All in Kitsap County if grant funds are awarded. Find a Ride is expanding into an OC/OC system with eligibility determination and, eventually, trip booking and payment, which will require coordination with transit agencies and specialized transportation providers.

OC/OC addresses MPO Mobility Needs #1 (cross-agency & cross-county coordination), #5 (more rider education), and #6 (improve access to healthcare), and these priority strategies:

- Strategy 1.1 (High): Strengthen coordination among providers for a seamless experience for priority populations.
- Strategy 1.3: Improve rider experience for people using ADA paratransit and specialized transportation by making eligibility and trip request processes more accessible and user-friendly.
- Strategy 5 (High): Conduct mobility management programs that help potential riders navigate transportation options and complete their trips, with tailored support to address language and technology barriers.
- Strategy 6 (High): Expand and optimize transportation services to improve access to healthcare and other essential service locations.

OC/OC advances these strategies by centralizing transportation information and eligibility and coordinating provider data and enrollment. We have 25 letters of support and match from five organizations. We partner with WSDOT, transit agencies, PSRC, specialized transportation providers, users, assistors, funders, and coalitions across three counties to plan strategically, maintain accurate data, and streamline eligibility and enrollment.

By selecting yes, you acknowledge that you Yes
coordinated or will coordinate this project
with the planning organization(s) within the
region(s) this project serves*:

How does your project connect to, coordinate with, leverage, or enhance other modes of transportation in your service area (e.g., aviation, intercity bus or rail, park-and-rides, bicycle/pedestrian)?

In your response, include how the multimodal partnerships for this project will improve or enhance access to social services.

What efficiencies will be gained within the service area as a result of this project?

Multimodal Partnerships*:

Find a Ride is a multimodal trip planner for our region's public transit and specialized transportation, with the goal of expanding into a true OC/OC system. OC/OC aims to encompass all mobility options in a coordinated network, directing riders to the most effective service for their trip, including trips that involve walking, biking, or park-and-rides, if the user chooses. Our system includes over 50 public transit, nonprofit, for-profit, first-mile/last-mile, and active transportation options, matching users to their ideal service by considering qualifiers such as eligibility, enrollment, affordability, trip time, and advanced booking needs. Our system leverages multiple options for different needs, such as medical care, social services, or employment, helping to reduce costs and optimize the network. For trips that require advance booking or access-enabling services, such as reduced fares, our system will help users find and enroll in services and eventually book trips directly through the platform.

This will help connect users to social services by making transit and specialized transportation services more accessible. Our OC/OC system will extend beyond the features on FindARide.org-features essential to true mobility coordination. We expect this platform to strengthen collaboration between providers and give decision-makers the data to confidently adopt, modify, or expand services where needs are greatest.

Budget

Duration of Project

Duration of Project*: Four Years

Expenses

Expenses	If Other, List the Expense	** July 1, 2025 - June 30, 2027 (Current Estimate)	July 1, 2027 - June 30, 2029 (Projected)	Variance Between Biennia	** July 1, 2029 - June 30, 2031 (Projected)	Variance Between Biennia
Labor & Benefits		\$315,566.00	\$507,758.00	60.90%	\$538,015.00	5.96%
Contracted Services - Other		\$300,795.00	\$307,816.00	2.33%	\$341,223.00	10.85%
Rent & Utilities		\$0.00	\$11,791.00	0.00%	\$12,083.00	2.48%
Project Supplies		\$69,925.00	\$25,136.00	-64.05%	\$28,462.00	13.23%
Other Overhead		\$45,497.00	\$64,231.00	41.18%	\$70,643.00	9.98%
		\$731,783.00	\$916,732.00		\$990,426.00	

Sources of Revenue/Match

Revenue/Match Source	If Other, List the Source	** July 1, 2025 - June 30, 2027 (Current Estimate)	July 1, 2027 - June 30, 2029 (Projected)	** July 1, 2029 - June 30, 2031 (Projected)
Local: Other	Cash. See Other Sources.	\$109,000.00	\$200,000.00	\$180,000.00
Local: In-Kind		\$38,244.00	\$21,335.00	\$21,335.00

Fares and Donations

Row	July 1, 2025 - June 30, 2027 (Current Estimate)	July 1, 2027 - June 30, 2029 (Projected)	July 1, 2029 - June 30, 2031 (Projected)
Fares and rides donations	\$0.00	\$0.00	\$0.00

Variances

Variance between 2025-2027 and 2027-2029: 25.27%

Variance between 2027-2029 and 2029-2031: 8.04%

Variances:

Variance reflects higher Labor & Benefits as FTE increased from 1.7 to 2.5 to support project management, data hygiene, partnerships, outreach/marketing, and phone support. Rent & Utilities increased to include in-kind office space at King County Metro. Program supplies decreased to reflect actual costs. Match increased over 33% through higher cash contributions from existing partners and two new partners, limiting the WSDOT grant increase to only 15%.

Other Sources and In-Kind Match

Other Sources*:

In the upcoming biennium, this project will leverage over 24% cash support and in-kind donations from partners, exceeding federal and state match requirements. The following organizations committed match funds for this project annually:

King County Metro: \$20,600 (\$10,000 cash; \$10,600 in-kind)
Hopelink: \$70,000
Sound Transit: \$10,000
Age Friendly Seattle: \$5,000
Seattle Department of Transportation: \$5,000

Are you using in-kind match?*: Yes

You must provide an in-kind valuation plan in the Attachments section.

Describe the in-kind match:

Our project's success depends on partner commitment and technical expertise. Over 85 individuals currently serve on our distribution list and support the project. King County Metro will provide in-kind match through labor and office space:

1. King County Metro commits a Transit Planner 4 as a technical advisor, approximately 54 hours/year at \$101.25/hour, totaling nearly \$5,500 annually.
2. King County Metro commits shared office and meeting space at King Street Center, valued at \$5,200/year.

Other Support

Other Support:

Hopelink has consistently secured required match through strong partner relationships and fiscal stewardship. For the upcoming biennium, Hopelink has recommitted King County Metro, Sound Transit, and Hopelink and added two new match partners, Age Friendly Seattle and SDOT. All five agencies have experience providing match to Hopelink. Match letters are secured during the application process, followed by invoicing and partner follow-up during the biennium.

Find a Ride also has a strong history of leveraging outside resources. Before receiving WSDOT funding, more than \$100,000 was invested through a national inclusive planning grant that produced a business plan and technical requirements. In 2023, Find a Ride was selected as an "Every Ride Counts" partner and received tens of thousands of dollars in marketing resources, including a consultant and materials translated into more than 15 languages. Most recently, the Federal Transit Administration's Innovative Coordinated Access and Mobility Pilot Program awarded nearly \$650,000 to develop Phase 2 of the Find a Ride roadmap.

WSDOT also provides two Public Transportation Division employees as Technical Advisors and supports statewide trip-planning data collection and maintenance. We also anticipate cost savings by partnering with Sound Transit on its trip-planning tools and routing engine.

Budget Development Methodology

Budget development methodology*:

Budget items were developed based on actual costs and software developers' budgets.

A. Budget Development-Expenses:

1. Contracted Services-Transportation: Software Development & Support includes hosting, maintenance, and support for the shared OpenTripPlanner and future vendor front-end, accessibility improvements, and iterative development costs. Technology Consultant: 50 hours at \$200/hour to support evaluation, risk assessment, and opportunities for future phases. Accessibility Audit: approximately \$4,000 annually to support a WCAG 2.1 AA accessibility audit and technical assistance.
2. Contracted Services-Other: Costs associated with translating marketing materials and interpreter services for phone line support.
3. Direct Operating Expense-Labor & Benefits: 1 FTE Senior Program Manager to oversee the project, 1 FTE Program Supervisor to lead partnerships and engagement, 0.4 FTE Program Specialist to support the phone line and data management, and 0.1 FTE Director for oversight. In-kind labor is provided by a King County Metro Technical Advisor.
4. Direct Operating Expense-Program Supplies: Costs for a multilingual marketing and promotional campaign for the platform, which may include media ads and printing. Additional expenses include staff training, conferences, and meetings.
5. Overhead Costs: Developed using current labor and benefit costs for Management and General (administrative) staff and other indirect costs (e.g., building maintenance, janitorial, insurance, IT), in compliance with Hopelink's indirect cost plan.

B. Budget Development-Revenues: Local Funds-Other: For a list of match commitments, see Other Sources.

Summary

July 1, 2027 - June 30, 2029

Total Expenses:	\$916,732.00
Match Total:	\$221,335.00
Requested Amount:	\$695,397.00 This is the amount of grant funds your organization is requesting from July 1, 2027 - June 30, 2029
Percentage of Match:	24.14%

July 1, 2029 - June 30, 2031

Total Expenses:	\$990,426.00
Match Total:	\$201,335.00
Requested Amount:	\$789,091.00 This is the amount of grant funds your organization is requesting from July 1, 2029 - June 30, 2031
Percentage of Match:	20.33%

Indirect Costs

Indirect Costs

Are you charging indirect costs to this grant/project?* Yes

Select the method your organization uses to apply indirect costs to this project.

Method*: Cost allocation plan (CAP)

Measurable Outcomes

Measurable Outcomes

For mobility management, summarize the intended outputs of this project in both quantitative (statistical) and qualitative (narrative) formats.

There may be some projects where traditional performance measures (e.g., revenue vehicle hours/miles, passenger trips) do not apply. In those cases, quantitative objectives can be used instead by submitting the following information: the number of trainings conducted, outreach events completed, passengers served, or other measurable outcomes generated by this project.

Identify the data sources and monitoring processes you will use to track these outcomes.

Be sure to include a quantitative output, as this will serve as the baseline measurement for your next biennium application. Qualitative measures are optional.

Intended Outputs*:

Outputs from this project include website usage and phone calls, community outreach, and satisfaction among users and partners. With guidance from our local MPO and coalition partners, we will track the following quantitative performance measures:

- Measure 1: Number of clients receiving trip planning services. Target 1: 800 users/month.
- Measure 2: Number of calls fielded (King County). Target 2: 40 calls/month.
- Measure 3: Number of clients from our MPO's priority populations engaging with our One-Call: 30 clients/month.
- Measure 4: Number of website impressions (includes trip planning and/or receiving other information such as fares or travel training information). Target 4: 400 impressions/month.
- Measure 5: Number of referrals made (Phase 2). Target 5: 40 referrals/month.
- Measure 6: Number of transportation services integrated in the platform. Target 6: at least 50 transportation services.
- Measure 7: Consumers' satisfaction with the OC/OC tool. Target 7: at least 75% satisfaction.
- Measure 8: Number of community presentations/trainings on OC/OC. Target 8: 20 presentations/year.

Staff will track performance through website metrics, internal program databases (currently SharePoint Lists), outreach and training records, and satisfaction survey results. Staff will review data against targets to monitor progress, identify gaps, and adjust activities.

Qualitative reporting will document feedback from coalition partners via the Find a Ride Advisory Committee and Technical Advisors, as well as from consumers during outreach and presentations. A feedback survey link on the website is easily accessible to capture input from users using the tool directly.

How will your organization measure whether the project is successful?

Describe the steps you will take to improve performance if your project does not meet the identified performance targets.

Project Success Measurement*:

The OC/OC project will benefit consumers and assistors by identifying transportation options that meet clients' needs and providing a pathway to navigate eligibility requirements, reducing confusion and client burden. Project success will be measured against identified performance targets and by the experiences and feedback of users and partners, including the Advisory Committee and Technical Advisors. Like Phase 1, Phase 2 and beyond will include robust reporting criteria embedded in the technical requirements used to select a software developer.

Surveys will gather feedback from partners and riders and provide two-way communication about the platform's effectiveness. We will also gather ongoing feedback from our Advisory Committee, coalition partners, and stakeholders to ensure the platform meets partners' and clients' expectations. An external evaluation will assess progress and recommend improvements if performance targets are not met.

The project's primary goal is to provide more efficient, effective transportation services for people with special needs. If performance targets are not met, project leadership, including the Find a Ride Advisory Committee, will review performance data and feedback, assess the scope of work and goals, and realign staff capacity to improve performance. If extenuating circumstances require measures or targets to be reassessed, we will promptly engage WSDOT staff to ensure measures continue to accurately reflect OC/OC success. Ongoing engagement with partners and end users will help identify changing community needs and inform improvements.

Our OC/OC project has been a national and international model for specialized trip planning, and the latest federal grant award for Phase 2

demonstrates continued investment in its development as a seamless, coordinated transportation platform. OC/OC's inclusive planning practices and direct collaboration with partners and end users have supported its success and position the platform to continue adapting to consumer and provider needs, evolving technologies, and policy advancements.

Milestones

Readiness to Proceed

Will your project be ready to proceed at the start of the biennium?*: Yes

Milestones

Activities	Date (mm/yy)
Project Start	07/27
Project Complete	06/31

Supplemental Information

Supplemental Information

Supplemental Information:

Central Puget Sound is a large, diverse region with urban and rural communities. Specialized transportation addresses mobility barriers for specific populations. Across King, Pierce, and Snohomish Counties, dozens of public and private transportation services are available, each with different service areas, eligibility requirements, and operating models. This variety can create complexity and confusion. Riders, families, and assistors may struggle to identify the best transportation option and determine its availability, cost, and eligibility requirements.

Transportation providers face inefficiencies as well. A single user may submit duplicate requests to multiple providers, while providers market similar services to overlapping audiences and invest in separate technology. Planners and policymakers must assess fragmented services to identify gaps, coordinate resources, and connect investments to social outcomes.

During Find a Ride's first phase, organizations throughout the region adopted the centralized trip planner as an assistor tool. However, users may still need to contact several providers without knowing whether they are eligible. Phase 2 aims to reduce this burden by advancing eligibility coordination.

Finding a service does not necessarily mean it is easy to access. With few exceptions, specialized transportation requires phone reservations, sometimes with long hold times. Specialized trips often require assistance from a live operator, while limited technology can make creating and sharing trip requests less efficient. As transportation increasingly becomes available on demand and through mobile devices, keeping specialized transportation dependent on analog systems presents an equity challenge. Former WSDOT Secretary Millar described this project as "equitable MaaS" (Mobility as a Service) at a transportation conference, recognizing its innovation.

Another successful project from our inclusive planning practices is Community Transportation Navigators, which currently serves individuals who were previously unhoused as well as the Dari-, Russian-, Ukrainian-, and Spanish-speaking communities. This peer model trains community leaders to help people identify transportation options in a culturally responsive manner. Navigators are trained as assistors using Find a Ride, extending the resource to linguistically and culturally diverse communities.

As OC/OC advances, opportunities are emerging for greater collaboration and interoperability of specialized transportation data. Project history, overview, and progress updates are available at kcmobility.org/ococ. Principal Components for the Central Puget Sound OCOC System are available here: <https://tinyurl.com/27tnhkj8>.

Vulnerable Populations in Overburdened Communities & Tribes

Vulnerable Populations in Overburdened Communities

Identify the type of direct and meaningful benefits your project provides to vulnerable populations using the descriptions above, if applicable. Explain how your project delivers these benefits and the impact it will have on the populations served.

Vulnerable Populations in Overburdened Communities*:

Specialized transportation can be difficult to navigate for vulnerable populations, including older adults, people with limited English proficiency, people with disabilities, and people with access and functional needs. These communities often must become experts in transportation options, eligibility criteria, service areas and hours, contact methods, and enrollment processes simply to complete essential travel. This burden is compounded when community members have intersecting identities and live in communities with a history of under-investment.

According to State definitions, Central Puget Sound residents are "overburdened" compared to statewide rates. Census tracts in King, Pierce, and Snohomish Counties face the highest risk in Seattle, Tacoma, and Everett. King County has 90 overburdened census tracts (of 493), ranked 9 and 10 using the environmental disparities index. Pierce County has 55 (of 192) tracts, and Snohomish County has 14 (of 172), increasing to 33 of 151 when considering classification 8.

OC/OC provides a direct and meaningful benefit by addressing transportation access needs for vulnerable populations. The One-Call/One-Click (OC/OC) platform is designed to serve specialized transportation users, prioritizing usability and accessibility. The project has created an accessible trip planner and is now working to reduce client burden by coordinating eligibility information. A fully realized OC/OC will provide one place to plan trips, learn about services and eligibility, and eventually request services from providers that meet users' needs. Streamlined trip planning and stronger connections to transportation programs will increase mobility for disconnected and isolated communities. By focusing on communities facing the greatest barriers, OC/OC advances equitable access. If these populations were engaged by you or your representatives in developing or maintaining the project, describe the outreach efforts and results. Include details such as methods used to engage the community, feedback received, and how the input influenced the project's design or implementation.

Inclusive outreach in planning:

Starting in 2018, we engaged hundreds of people with disabilities, caregivers, older adults, and other vulnerable populations through summits, in-language listening sessions, and a six-language survey that culminated in the OC/OC Business Plan. Since then, Find a Ride has maintained an active Advisory Committee, Technical Advisors, and feedback loops to inform project design and implementation. We compensate eligible Advisory Committee members and user testers.

The Phase 2 prototype is now in user testing with coalition partners and priority populations (primarily older adults and people with disabilities). Feedback from two users who use assistive technology has informed accessibility improvements, including a suggestion to add explanations for why intake information is requested, which we will implement in the next prototype iteration. A blind participant who has worked with the project for five years described Find a Ride as the most accessible and easy trip planner he has used.

Tribal Support

Is this project directly operated by a tribe?: No

Is your project serving and is it supported by a tribal nation in Washington?: No

Environmental Justice

Environmental Justice Assessment (EJA)

You must conduct an Environmental Justice Assessment (EJA) if you apply for \$15 million or more in grant funds.

Are you requesting \$15 million or more in WSDOT funds for your proposed project?: No

Attachments

Attachments

Named Attachment	Required	Description	File Name	Type	Size	Upload Date
Required for all projects						
Population density map	✓	Population density map	Hopelink_MM_OCOC_PopDensity.pdf	pdf	1 MB	09/09/2026 12:14 AM
Service area map	✓	Service area map	Hopelink_MM_OCOC_ServiceAreaMap.pdf	pdf	946 KB	09/09/2026 12:14 AM
Required for new nonprofit applicants only						

501(c) IRS Letter of Determination					
WA Utilities & Transportation Commission (UTC) Certification (required for new nonprofit applicants that are direct service providers)					
Conditionally required					
Indirect costs documentation - de minimis rate self-certification; negotiated indirect cost rate letter from cognizant agency; or a cost allocation plan	Cost allocation policy	Hopelink_MM_OCOC_CostAllocation.pdf	pdf	152 KB	09/09/2026 12:15 AM
In-kind match valuation proposal (required for operating & mobility management projects that are proposing to use in-kind as matching funds)	In Kind Match Valuation Plan	Hopelink_MM_OCOC_InKindValue.pdf	pdf	111 KB	09/09/2026 12:15 AM
Procurement policy (required for new applicants or existing grantees without a current policy on file with WSDOT if this project includes the procurement of services or capital assets)					
Correspondence from a tribe in support of your project (if project is serving and supported by tribe(s). Not required if the applicant is a tribe.)					
Optional attachments					
Letters committing matching funds	Match letters	Hopelink_MM_OCOC_MatchLetters.pdf	pdf	1 MB	09/09/2026 12:15 AM
Letter of concurrence (for projects that operate in multiple planning regions)					
Letters of support (combine into one file attachment)	Letters of support	Hopelink_MM_OCOC_SupportLetters.pdf	pdf	5 MB	09/09/2026 12:15 AM
Supplemental information					
Optional construction attachments					
NEPA/SEPA assessment, if available					
Supplemental construction project information (building or site designs, site plans, location exhibits, etc.), if available					

Certification

Certification

I certify, to the best of my knowledge, that the information in this application is true and accurate and that this organization has the necessary fiscal, data collection, and managerial capabilities to implement and manage the project associated with this application:

Certification*:

Yes

Application Authority*:

Meghan Altimore

First NameLast Name

Title*:

CEO

Date*:

09/09/2026

Cost Allocation Policy

Purpose: Document Hopelink's method for allocating direct and indirect costs to departments, programs, grants, and activities.

Applies to: All Hopelink expenses.

Policy: Hopelink uses the Direct allocation method. When allocating costs to programs and grants which receive federal funds, allowable costs are determined based on the principles established in the Uniform Guidance, 2CFR 200, and are allocated without regard to ability or willingness to pay by the funding source.

2CFR 200.332(a) (4) (II) states:

The pass-through entity must not require use of a de minimis indirect cost rate if the subrecipient has a Federally approved rate. Subrecipients can elect to use the cost allocation method to account for indirect costs in accordance with [§ 200.405\(d\)](#).

Direct Method: The Direct method is used on all costs that can be readily identified to a specific area, person, or department. If direct costs can be identified with more than one program, they are prorated individually as direct costs based on the percentage of actual usage by each program. Examples of direct method allocations based on expense type:

- Supplies – calculated based on percentage of actual usage by program or department.
- Rent, insurance, building maintenance, and utilities – percentage of occupied square footage.
- Auto Insurance – percentage of program vehicles based on total vehicles in Agency fleet.
- Telephone and Internet – percentage of total Full Time Equivalents (FTEs).
- Software Maintenance and User Fees – based on the percentage of the total number of users in the program.

For General and Administrative, Development, Communications, and Volunteer Services, costs are allocated as follows:

- **General and Administrative Costs:** General and Administrative includes Human Resources (HR), Executive, Finance, IT, Organizational Excellence (OE), **Community Affairs (CA)**, and Facilities Administration. Costs associated with

these departments such as salaries, benefits, training, supplies, travel, and facility expenses are collected within each of these departments. Allowable costs within these departments are allocated to all Community Service, Development, and Transportation.

- Allowable IT costs are allocated based upon the percentage of their total Byte Hours compared to the total Monthly Byte hours used by those departments.
 - Allowable Facility costs are allocated based upon the percentage of their closed facility work orders compared to the total monthly closed facility work orders per month (including work orders associated with the Adelle Maxwell property).
 - Allowable Executive, Finance, HR, CA, and OE Administrative costs are allocated each month based upon the percentage of FTEs for each department that month.
- **Development Costs:** Development costs (accumulated in Departments 140, 142, 144, and 146) include salaries, benefits, training, supplies, travel, facility expenses, and general fundraising. Allowable Development costs are allocated only to Community Service departments except for the LIHEAP and PSE programs. The allowable Development costs are allocated to the Community Service departments based upon the percentage of each individual Department's Year-to-Date Net Loss divided by the sum of all Community Service Departmental Year-to-Date Net Losses.
- **Communications:** Costs associated with Communications include salaries, benefits, training, supplies, travel, facility expenses, and the Agency general Communications expenses. Allowable Communication department costs are given to Development, Community Services, and Mobility Management based upon the percentage of the Department's Designated Revenue year-to-date divided by the sum of all Development, Community Service, and Mobility Management Designated Revenue year-to-date.
- **Volunteer Services:** Costs associated with Volunteer Services include salaries, benefits, training, supplies, travel, and facility expenses. Allowable Volunteer Service department costs are allocated to Community Services and Transportation based upon the percentage of monthly volunteers for that department or program divided by the total volunteers for Community Services and Transportation for that month.
- **Other:** Costs not allocated include Employee Recognition, Advertising, Lobbying, Charitable Contributions, Equity, Diversity & Inclusion (EDI) expenses Penalties and Fees, depreciation of Equipment charged to IT department.

- Depreciation of Equipment charged to IT is not allocated because all technology equipment (the exception is equipment charged directly to a grant) is charged to IT even if used by another department.

This policy was reviewed by the CEO, CFO, and Controller on August 8, 2025.

Last Revised: ~~6/6/24 9/19/24~~ 8/8/25

Author: ~~Michelle Anzlovar Barbara Dykman Thomas Debra Sowder~~

Approved by: Amanda Reinhard

**Hopelink
One-Call/One-Click (2027-2029)
In-Kind Match Valuation Plan
(page 1)**

King County Metro has committed to provide in-kind match for the One-Call/One-Click project. The following identifies the organization, goods and/or services donated, the fair market value of each, and how the values were determined.

Total Value of In-Kind Committed for Project: \$21,335.00
In-kind Contributions Claimed in grant application: \$21,335.00¹

King County Metro

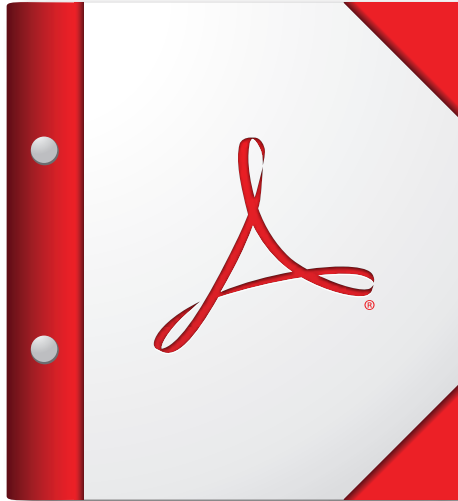
King County Metro has committed to provide in-kind support in the form of labor and office space as described below.

In-Kind Labor:	Transit Planner 4 Staff Support
Work Performed:	Technical Advisor for One-Call/One-Click
Number of Hours per Year:	54
Per Hour Value:	\$101.25
Total Value (2027-2029):	\$10,935.00

Office Space:	Office Space for Mobility Management staff at King Street Center (shared use)
Daily value of shared space:	\$50.00/person (Market Rate)
Number of weekly users:	1
Number of weekly uses:	2
Weeks of use:	208
Total cost of office space use (2027-2029):	\$10,400.00

Total Value of Contribution (2027-2029): \$21,335.00

¹ Lower amount allows for fluctuations in value or staffing changes during the grant period.



**For the best experience, open this PDF portfolio in
Acrobat X or Adobe Reader X, or later.**

Get Adobe Reader Now!

August 27, 2026

Meghan Altimore
Hopelink
8990 154th Ave NE
Redmond, WA 98052



Dear Meghan Altimore:

Age Friendly Seattle would like to submit a Match Letter for Hopelink's One-Call One-Click grant application that will allow older adults, people with disabilities, caregivers, and all riders to easily find and access transportation options across the Puget Sound region. Hopelink has worked extensively to lead a One-Call One-Click program that will benefit customers and providers across the region.

Hopelink has a strong history of implementing and sustaining programs designed to provide and improve access to transportation for targeted populations in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others facing mobility challenges. Their work on the One-Call-One-Click (Find a Ride) platform has spanned several years, encompassing planning, stakeholder engagement, and testing core elements. Most recently, following the successful roll-out of the Find a Ride Trip Planner as the culmination of Phase 1 work, this has meant developing frameworks and concepts for Phase 2 as the One-Call/One-Click project aims to add eligibility assessment capabilities to the platform.

This project supports Age Friendly Seattle's mission to make our region a great place to grow up *and* grow old. Having access to reliable transportation is an important part of remaining independent, but traditional transit options and on-demand services like taxis and ride shares do not always meet the needs of people with disabilities and can be cost prohibitive. Our Strategic Framework highlights the need to increase availability, accessibility, and affordability to transit, including options for specialized needs (Goal 3d). The Find a Ride Trip Planner squarely addresses this, and Age Friendly Seattle is proud to have been an early and ongoing partner in this project.

Age Friendly Seattle commits to providing \$5,000 per year, or \$10,000 from July 1st, 2027 to June 30th, 2029 as matching funds for Hopelink's grant application, providing funds remain available. We look forward to a continued partnership in the future and wish you well with your application.

Thank you for considering our comments regarding Hopelink's application. Should you have any questions, please feel free to contact me at Dinah.Stephens@seattle.gov.

Sincerely,

Dinah Stephens
Age Friendly Seattle Program Manager

CC: Staci Sahoo, Hopelink



8990 154th Ave. NE
Redmond, WA 98052

August 28, 2026

WSDOT
310 Maple Park Ave SE
Olympia, WA 98501-2345

Dear Grant Reviewers:

Hopelink is committing \$70,000 per year for the four-year grant period from July 1, 2027 to June 30, 2031 as matching funds for the Central Puget Sound One-Call One-Click grant application.

Hopelink has a strong history of implementing and sustaining programs designed to provide and improve access to transportation for targeted populations in King County. Our programs are tailored to meet the needs of older adults, people with disabilities, and others facing mobility challenges. The King County Mobility Coalition has consistently supported 'Mobility for All' opportunities throughout the region, including by working with partners in Snohomish and Pierce Counties. Their work on the One-Call-One-Click (Find a Ride) platform has spanned several years, encompassing planning, stakeholder engagement, and testing core elements. Most recently, following the successful roll-out of the Find a Ride Trip Planner as the culmination of Phase 1 work, the team has developed frameworks and concepts for Phase 2 as the One-Call/One-Click project aims to add eligibility assessment capabilities to the platform.

This project supports Hopelink's mission to promote self-sufficiency for all members of our community. Since 1971, Hopelink has served homeless and low-income families, individuals, children, seniors, and people with disabilities. Today, Hopelink provides a full array of critical social services through more than 35 different programs. Our services include food, shelter, housing for homeless families, homelessness prevention, family development, and adult literacy. Hopelink's specialized transportation services, including Mobility Management, are a critical component of support for our clients and the clients of our Coalition partners. Personal mobility allows the most vulnerable members of our community to receive the medical care and other services they need to thrive.

Thank you for considering our comments regarding this grant application. Should you have any questions, please feel free to contact Staci Sahoo at 425-943-6769.

Sincerely,

Signed by:

291D60ED172B414...

Meghan Altimore
CEO

CC: Staci Sahoo, Hopelink



*Moving forward together
Juntos avanzamos*

Mobility Division

Mobility – Contracted Services
201 S. Jackson Street
KSC-TR-0800
Seattle, WA 98104-3856

September 8th, 2026

Meghan Altimore
Hopelink
8990 154th Ave NE
Redmond, WA 98052

Dear Meghan Altimore:

King County Metro would like to submit a Match Letter for Hopelink's WSDOT Consolidated Grant "One-Call One-Click" grant application that will allow older adults, people with disabilities, caregivers, and all riders to easily find and access transportation options across the Puget Sound region. Hopelink has worked extensively to lead a One-Call One-Click (OCOC) program that will benefit customers and providers across the region.

Hopelink has a strong history of implementing and sustaining programs designed to provide and improve access to transportation for targeted populations in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others facing mobility challenges. Their work on the One-Call-One-Click (Find a Ride) platform has spanned several years, encompassing planning, stakeholder engagement, and testing core elements. Most recently, following the successful roll-out of the Find a Ride Trip Planner as the culmination of Phase 1 work, this has meant developing frameworks and concepts for Phase 2 as the One-Call/One-Click project aims to add eligibility assessment capabilities to the platform.

Through offering a single web and call service that centralizes mobility information and serving as a hub to learn about transportation service details, OCOC supports King County Metro's goals of investing where needs are greatest and increasing equity, safety, and sustainability across our region's transportation system. Our commitment of funding and technical assistance are ways we can assist the community efforts to fill some of the transportation gaps in the area.

For this grant application, King County Metro commits to providing up to \$10,000 per year in revenue and \$10,000 per year of in-kind contributions during the four-year grant period (July 1, 2027 - June 30, 2031). The matching funding is contingent upon appropriation from King County's 2028-2029 biennium budget, which will be adopted in November of 2027. We look forward to continued partnership between King County Metro and Hopelink. Should you have

any questions, please feel free to contact Scott Weinberger, Transportation Planner, at 206-477-2843.

Sincerely,

Michelle Allison
General Manager
King County Metro

DocuSigned by:
Michelle Allison
CFAFB29C7D8F4A1...

9/4/2026



September 1, 2026

Meghan Altimore
Hopelink
8990 154th Ave NE
Bellevue, WA 98007

Dear Meghan Altimore,

The Seattle Department of Transportation (SDOT) would like to submit a Letter of Support for Hopelink's One-Call-One-Click (Find a Ride) grant application that will allow older adults, people with disabilities, caregivers, and all riders to easily find and access transportation options across the Puget Sound region.

Hopelink has a strong history of implementing and sustaining programs designed to provide and improve access to transportation for targeted populations in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others facing mobility challenges. The King County Mobility Coalition has consistently supported 'Mobility for All' opportunities throughout the region, including by working with partners in Snohomish and Pierce Counties. Their work on the One-Call-One-Click (Find a Ride) platform has spanned several years, encompassing planning, stakeholder engagement, and testing core elements. Most recently, following the successful roll-out of the Find a Ride Trip Planner as the culmination of Phase 1 work, this has meant developing frameworks and concepts for Phase 2 as the One-Call/One-Click project aims to add eligibility assessment capabilities to the platform.

This project supports SDOT's efforts, through its partnerships with local communities and nonprofit organizations like Hopelink, to deliver affordable transportation options and community-centered engagement. SDOT's Transportation Access Program serves over 30,000 individuals in Seattle, predominantly youth, seniors, individuals with disabilities, and individuals living at or below the federal poverty line. SDOT is committed to increasing transportation access for these groups by providing culturally relevant programming. SDOT has currently contracted with Hopelink to create and implement this curriculum through March 2027, and SDOT intends to enter one or more subsequent contracts with Hopelink to continue its valuable programs and services contingent on the passing of the Seattle Transit measure in November 2026. Continued development of One-Call-One-Click (Find a Ride) will strengthen regional coordination and improve access to transportation for people across the region, aligning with the values and mission of the Transportation Access Program team.

Seattle Department of Transportation commits to providing \$5,000 per year through 2029 as matching funds for Hopelink's grant application contingent on the passing of the Seattle Transit measure in November 2026. We look forward to a continued partnership in the future and wish you well with your application.

Thank you for considering our comments regarding Hopelink's application. Should you have any questions, please feel free to contact me at 425-625-6735.



Seattle
Department of
Transportation

Sincerely,

A handwritten signature in black ink, appearing to read "jen & mc".

Sincerely, Jennifer Malley-Crawford
Transit Service and Strategy Manager
City of Seattle, Department of Transportation
425-625-6735 | jen.malley-crawford@seattle.gov

CC: Staci Sahoo, Hopelink



August 5th, 2026

Meghan Altimore
Chief Executive Officer
Hopelink
8990 154th Ave NE
Redmond, WA 98052

Subject: Hopelink 2027-2031 WSDOT Consolidated Grant Application One-Call/One-Click Sound Transit Match

Dear Meghan Altimore:

Sound Transit would like to submit a Match Letter for Hopelink's One-Call One-Click grant application that will allow older adults, people with disabilities, caregivers, and all riders to easily find and access transportation options across the Puget Sound region. Hopelink has worked extensively to lead a One-Call One-Click program that will benefit customers and providers across the region.

Hopelink has a strong track record of developing and sustaining transportation programs that improve mobility for older adults, people with disabilities, and others facing transportation barriers throughout King County. Through the King County Mobility Coalition, Hopelink has consistently advanced "Mobility for All" initiatives across the region, collaborating with partners in Snohomish and Pierce counties to improve access to transportation services.

For several years, Hopelink and its partners have led the development of the One-Call-One-Click (Find a Ride) platform through planning, stakeholder engagement, testing, and implementation. Following the successful launch of the Find a Ride Trip Planner in Phase 1, the project is now advancing to Phase 2, which will add eligibility assessment capabilities and further enhance the platform's ability to connect riders with appropriate transportation services.

This project supports two key Sound Transit objectives:

1. Fully integrating specialized demand-responsive transportation services into the broader regional transit network.
2. Enabling multimodal trip planning that combines specialized transportation services with highly accessible Sound Transit options.

The One-Call-One-Click platform will expand the region's capacity to provide coordinated access to transportation services, helping riders identify and navigate the mobility options that best meet their needs. By connecting older adults and people with disabilities to available transportation resources, Find a Ride helps improve access while reducing demand on Sound Transit complementary paratransit services.

Additionally, the Phase 2 eligibility assessment framework may provide valuable insights as Sound Transit evaluates future paratransit technology investments, system integrations, and cross-county service coordination requirements. The project offers an opportunity to better understand how eligibility verification and coordinated trip planning can support a more seamless and efficient regional mobility ecosystem.

Sound Transit commits to providing \$10,000 per year, or \$40,000 from July 1st, 2027 to June 30th, 2031 as matching funds for Hopelink's grant application. We look forward to a continued partnership in the future and wish you well with your application.

Thank you for considering our comments regarding Hopelink's application. Should you have any questions, please feel free to contact me at 206-903-7654.

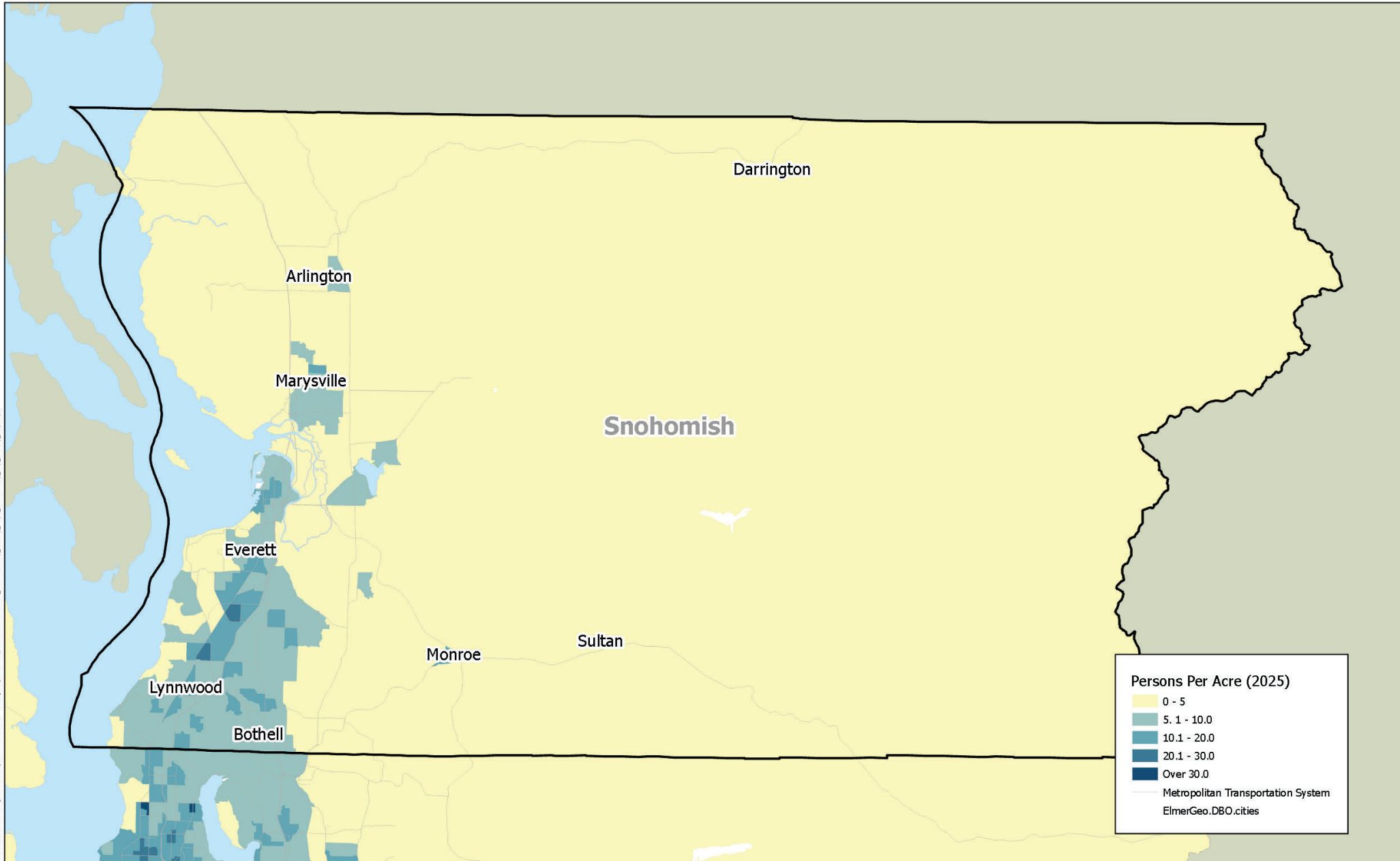
Sincerely,

Andrea A. Stuart-Lehalle

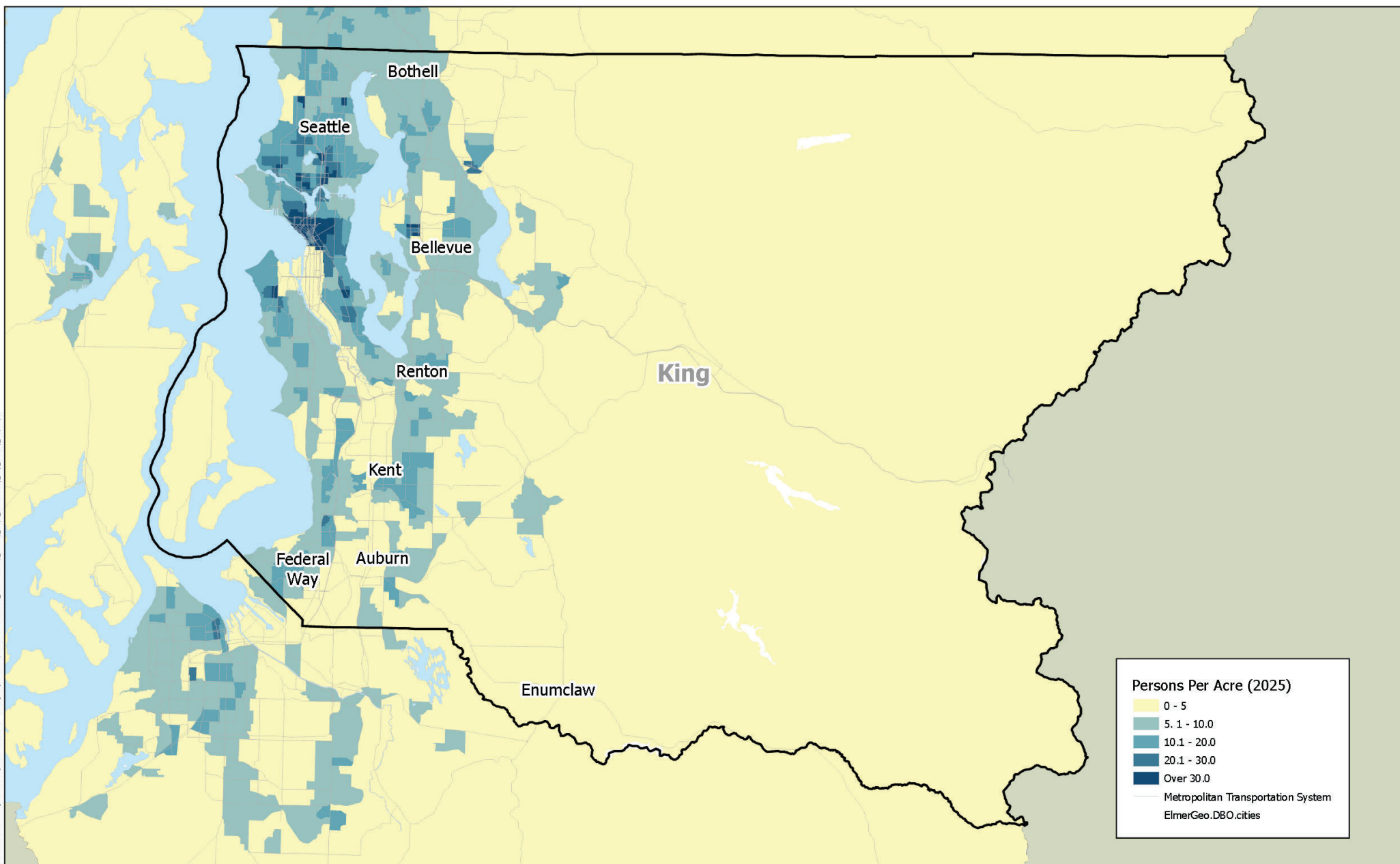
Andrea A. Stuart-Lehalle
Deputy Executive Director - Innovation and Research

CC: Staci Sahoo, Hopelink
Justin Deno, Sound Transit

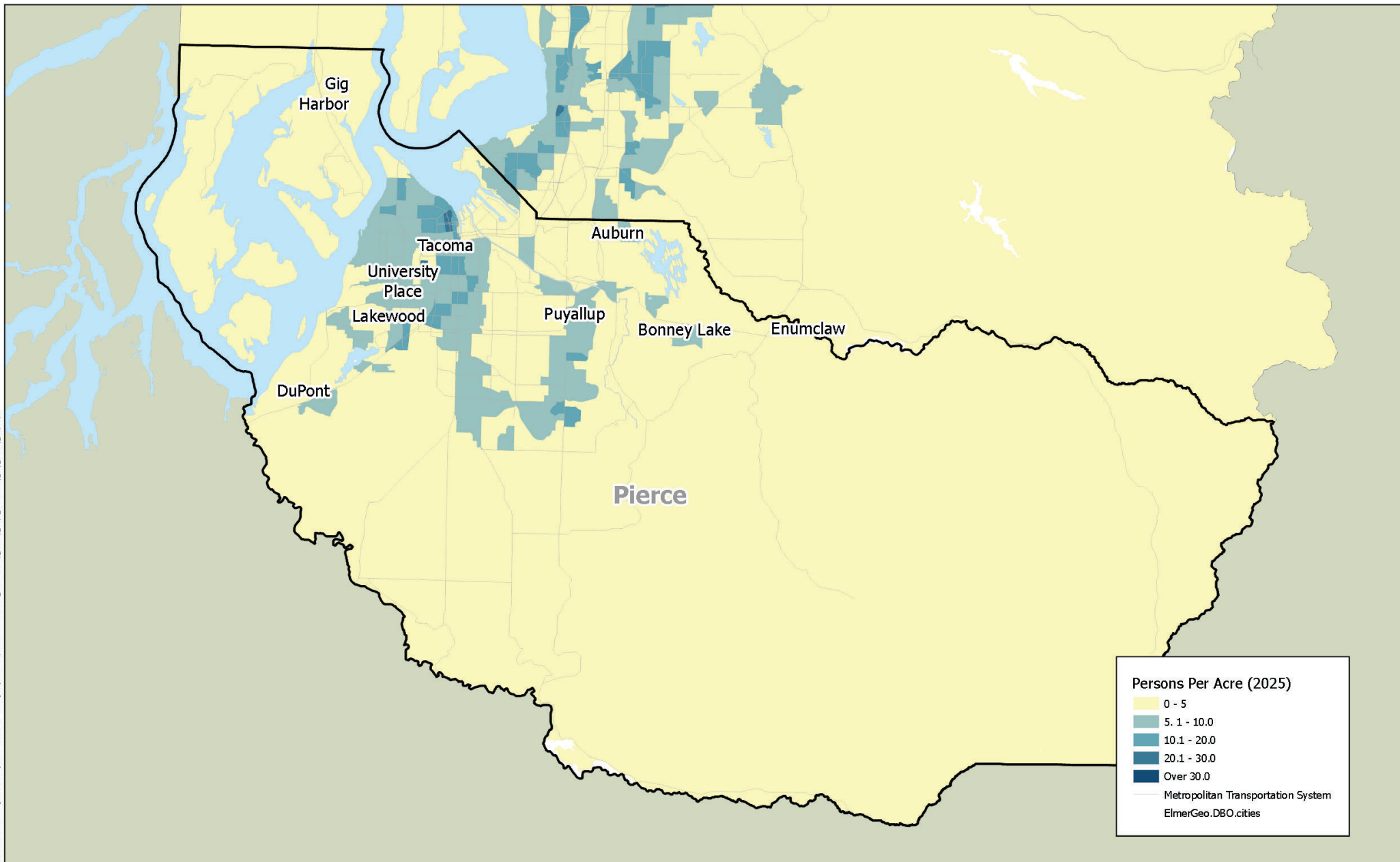
Snohomish County Population Density - Person Per Acre



King County Population Density - Person Per Acre



Pierce County Population Density - Person Per Acre



Hopelink One-Call/One-Click Service Area

