

One-Call in Snohomish County: Transportation Navigation via VOAWW Connect

VOA
WESTERN WASHINGTON

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Call 360-VOA-HELP
or toll free 1-800-223-8145

Texting available with chat coming soon!



One-Call Sustaining Request

A Mobility Management Project

- Our project will:
  - Sustain the One-Call portion of the One-Click/One-Call regional mobility management partnership in Snohomish County
- No eligibility requirements – any resident of Snohomish County can call!
- Increase transportation navigation referrals
- Expanded in-person assistance
- Enhance service to priority populations
- Improve understanding of transportation navigation gaps, demographics, and service needs

One-Call Meets a Crucial Accessibility Need

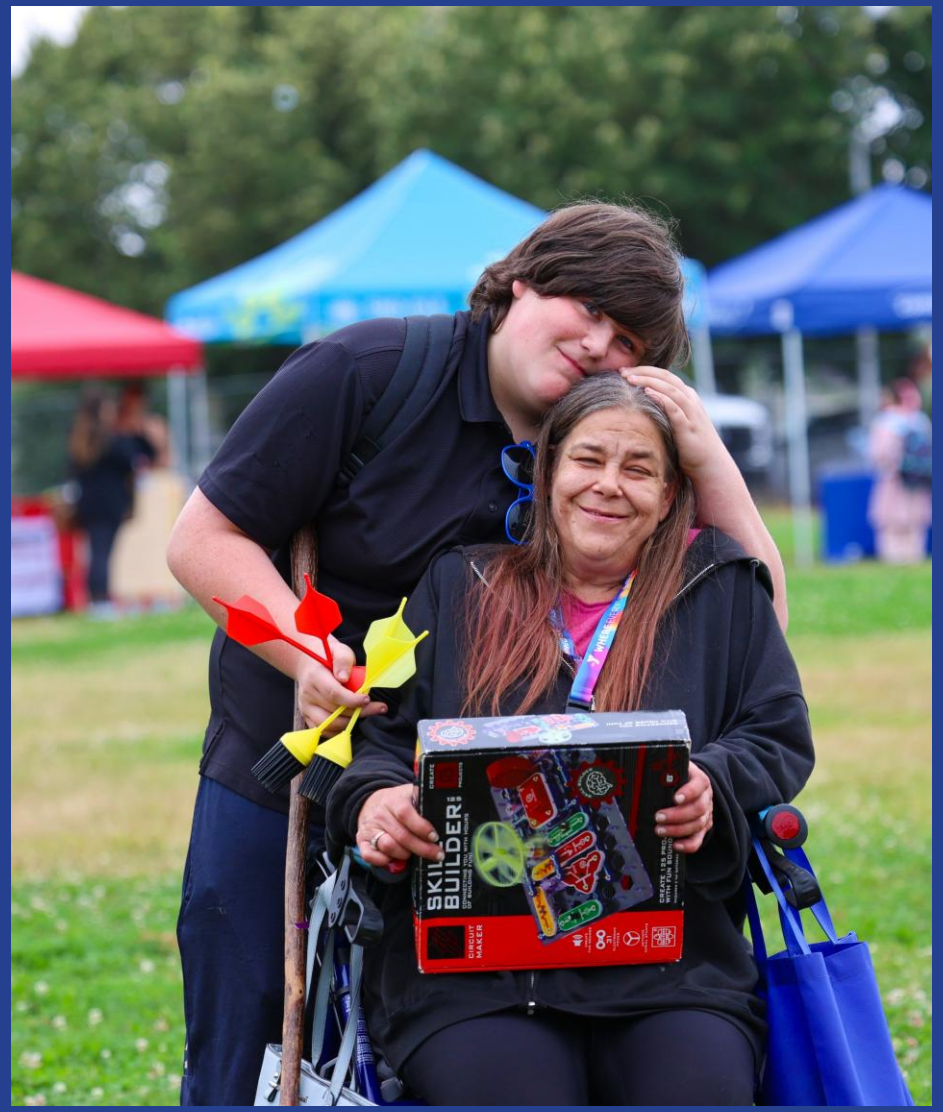
Outreach and Referrals Focus On:

- People who struggle to utilize technology, including websites and app-based services

- People with limited English proficiency w/interpretation in over 300 languages (including printed marketed materials in 10 priority languages)

Populations frequently served currently:

- **69%** of our callers self-identify as having a disability and many low-income.
- **9%** spoke language other than English.
- **8%** identify as Older Adults (60+)



Support PSRC's Coordinated Mobility Plan

- Need & Strategy #5: All Activities
  - *Enhance rider education and help riders navigate transportation options and complete trips*

- Need & Strategy #6: Potential Expansion
  - *Improve access to healthcare, wellness, and other essential services through expanded navigation support and community partnerships (developing 6A survey)*

Coordination Efforts

- **SnoTrac: County Mobility Management Coalition Leader**
  - VOA Connect refers callers who need personalized assistance to SnoTrac, for example “Field Trips” via SnoTrac Navigators
  - We plan to present our transportation survey results at a Coalition meeting annually
- **Hopelink**
  - Hopelink transfers Snohomish County Calls to VOA Connect
  - Our Support Specialists use their “Find-a-Ride” tool to assist callers
- **Homage Senior Services**
  - We refer seniors to TAP
  - We connect food-insecure seniors to demand-response transportation to the Sultan Food Bank
- **ORCA Lift via Public Health - Seattle/King County**
  - We connect clients to reduced-fare public transit cards via VOA Connect and our three in-person CRC sites

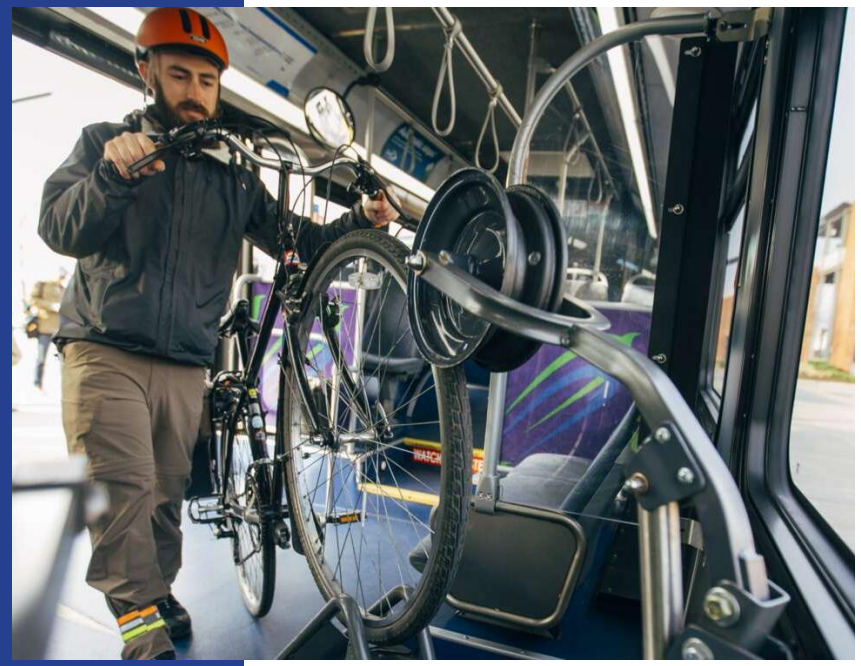
Snotrac
Snohomish County Transportation Coalition

hopelink

50th Homage
ANNIVERSARY 1974-2024



Enhancing Multimodal Service



Referral type	Connection via	Annual estimation
Bus tickets	Call center	264
Ride service	Call center	492
Gas money	Call center	636
Combined transportation assists*	In person	252

*bus tickets, secure reduced fare ORCA cards, car insurance enrollment, and help applying for driver's licenses

Past and Estimated Performance

Output	Measures		
Number served with transportation navigation in Snohomish County	Jan. – Aug. 2026	target	
	864	3,300 persons annually	
Increased demand for transportation navigation by priority populations	Priority population	current	target
	Interpreter services	7%	13%
	Older Adults	8%	13%
	Disabled persons	69%	71%
	Veterans	3%	5%
Data and story delivery of transportation navigation successes and gaps collected via two-tiered surveys to callers to mobility management partners	4 annual reports 48 Meetings attended annually 1 Presentation made annually		
Equitable communications and engagement for transportation navigation services* **including specific directions in priority languages for using in-call interpreter services*	Design & Delivery of 1,500 rack cards in 10 languages at 6 static sites and 6 outreach events annually		
In person delivery of transportation navigation	8 persons trained at CRCs Data collection software updated to align with call center		

For help finding transportation in Snohomish County call 360-VOA-HELP. Press 3 for Interpretation services in over 300 languages!

Para obtener ayuda para encontrar transporte en el condado de Snohomish, llame al 360-VOA-HELP. ¡Presione 3 para acceder a servicios de interpretación en más de 300 idiomas!

On rack cards, option 3 will be shown in each language:

- ✓ English
- ✓ Spanish
- ✓ Russian
- ✓ Vietnamese
- ✓ Mandarin
- ✓ Cantonese
- ✓ Korean
- ✓ Tagalog
- ✓ Ukrainian
- ✓ Telugu

Engagement Activities: Equitable Communication & Site-Based Outreach

- Design & delivery of 1,500 rack cards to in 10 languages.
- 6 in-person hubs for awareness, referrals – Arlington, Everett, Lake Stevens, Lynnwood & Sultan (Community Resource Center + Senior Center)
- 50 significant outreach/tabling events annually

Questions?