Find a Ride; One-Call/One Click

Central Puget Sound's
Multimodal Trip Planner and Referral System

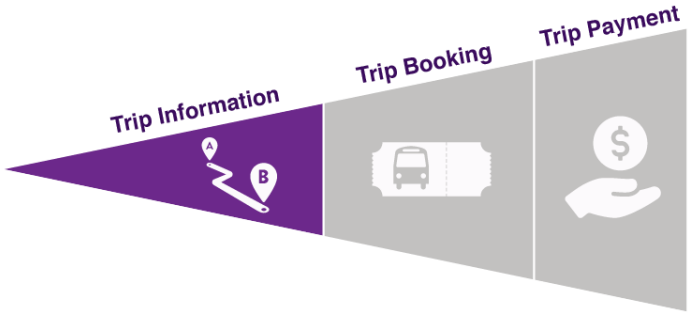
WSDOT Consolidated Grant Application
October 21st, 2026
Dean Sydnor, Program Manager, Find a Ride
Staci Sahoo, Director, Hopelink Mobility Management

FIND A RIDE

hopelink

Principal Components of our One-Call/One-Click

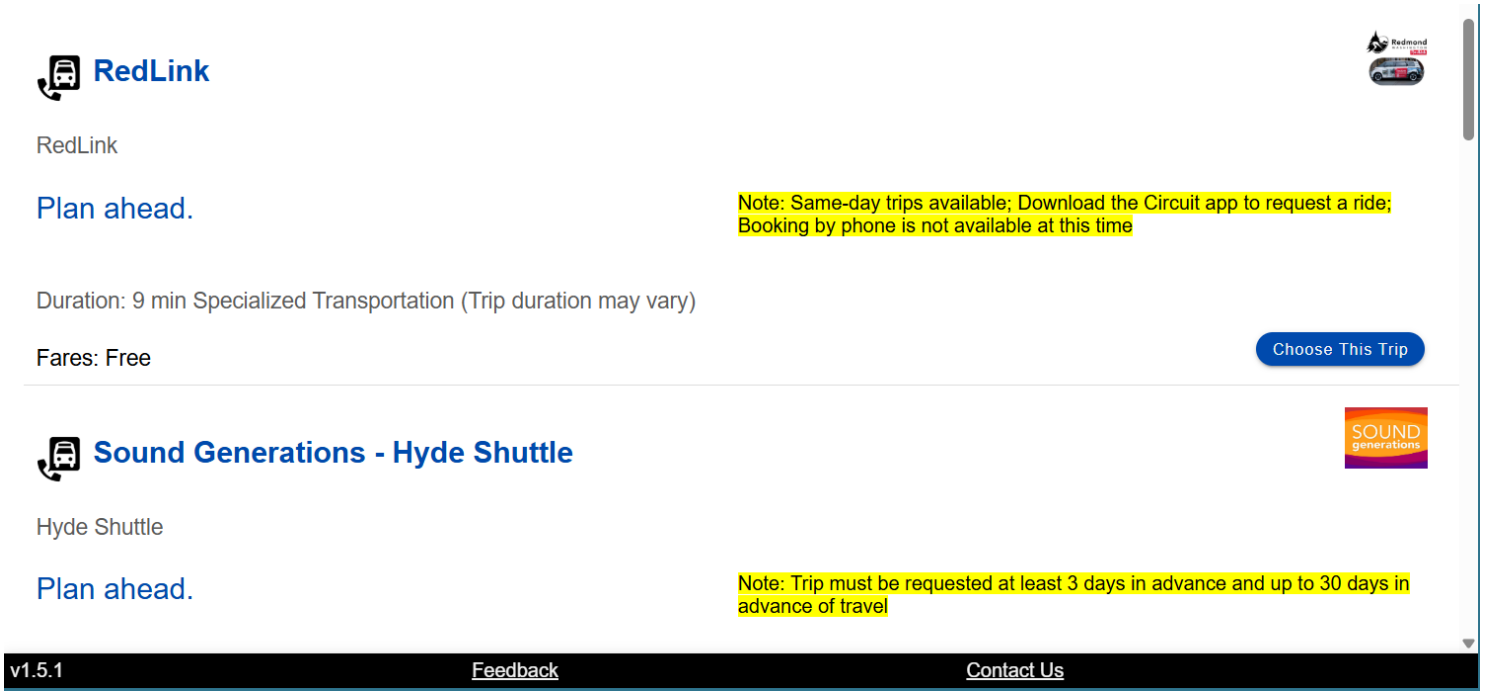
1. **Service Discovery & Trip Planning (Phase 1)**
2. **Rider Profiles; Intake, Eligibility Determination, & Enrollment Verification (Phase 2)**
3. Complete Pedestrian Routing
4. Trip Request Fulfillment
5. Payment



More information is available at:
https://www.kcmobility.org/ococ

Find A Ride Phase 1 Trip Planner

- Nearly 50 transportation services can be found in the accessible trip planning tool.
- As of 2026 to date, over 3,400 unique trips have been planned.



Regional coordination on data means regional connections for users

American Cancer Society



BELLHOP FREE RIDE

Beyond the Borders



DCDirect Darrington Concrete

Travel Washington dungeness line

EASY LOOP

Eastside Friends of Seniors

EVERETT TRANSIT

50th Homage 1974-2024

hopelink NEMT

INTERcity TRANSIT

Kitsap Transit

King County METRO

King County METRO Access

King County METRO FLEX

Northshore Senior Center

PT

Redmond WASHINGTON RedLink



Runner

SEATTLE CENTER MONORAIL

SKAGIT TRANSIT

SNOQUALMIE VALLEY TRANSPORTATION

SNOW GOOSE TRANSIT

SOUND generations

Hyde Shuttle

SOUNDTRANSIT

VOLUNTEER Services

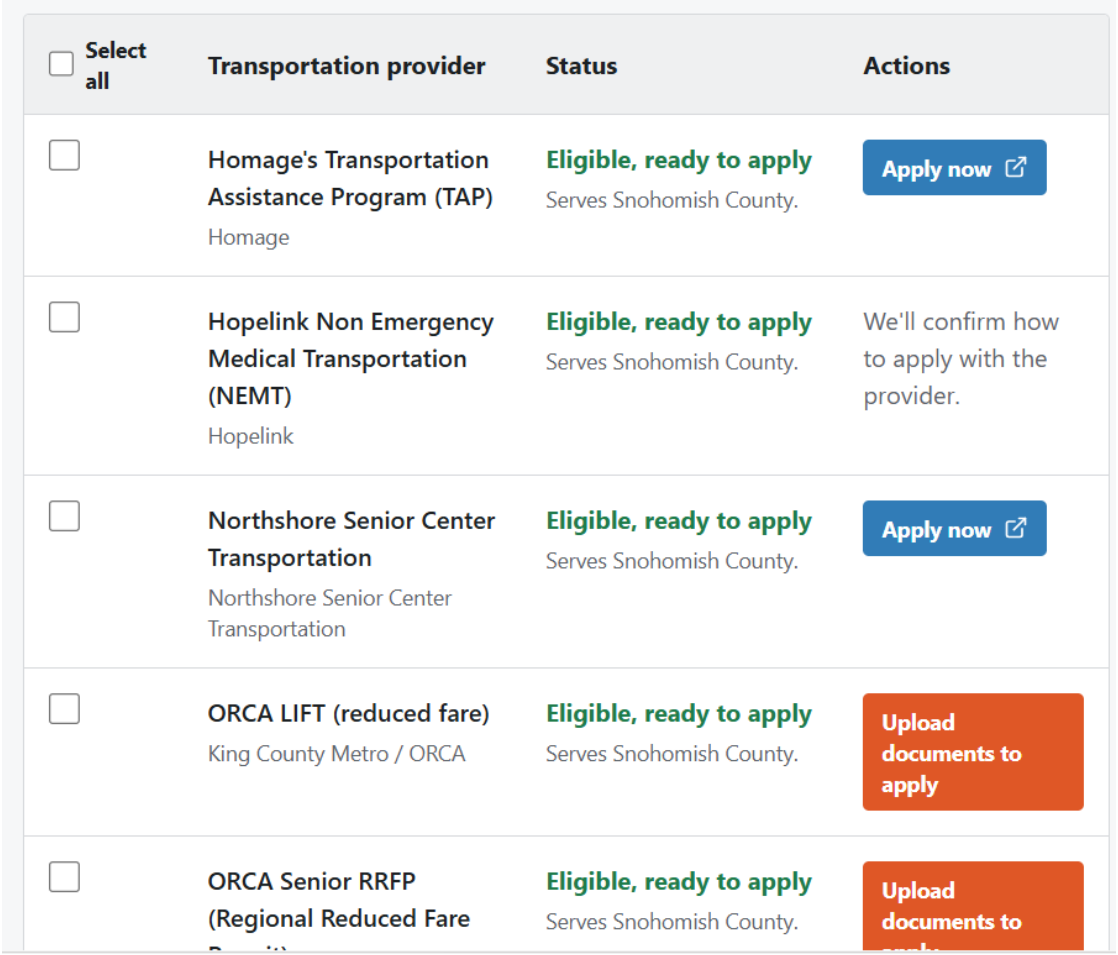
VOLUNTEER Services

Washington State Ferries

ct

Zip Shuttle

Phase 2 Rider Eligibility Dashboard Vision



Select all	Transportation provider	Status	Actions
☐	**Homage's Transportation Assistance Program (TAP)** Homage	**Eligible, ready to apply** Serves Snohomish County.	Apply now
☐	**Hopelink Non Emergency Medical Transportation (NEMT)** Hopelink	**Eligible, ready to apply** Serves Snohomish County.	We'll confirm how to apply with the provider.
☐	**Northshore Senior Center Transportation** Northshore Senior Center Transportation	**Eligible, ready to apply** Serves Snohomish County.	Apply now
☐	**ORCA LIFT (reduced fare)** King County Metro / ORCA	**Eligible, ready to apply** Serves Snohomish County.	Upload documents to apply
☐	**ORCA Senior RRFP (Regional Reduced Fare**	**Eligible, ready to apply** Serves Snohomish County.	Upload documents to

PSRC Regional Priority Ranking Criteria

Preservation of Existing Programs	•Not a new program, additionally, the trip planner and future phases make other existing services easier to find and access.
Alignment with "High" Prioritized Strategies	•Strategy 5: Help potential riders navigate options •Strategy 1.1: Strengthen coordination among providers
Service Coordination	•Strong coordination with regional partners, transit agencies, and private sector. Direct work with regional providers to maintain accurate service information is critical to Find a Ride's core function.
Performance Measures and Targets	• 800 users/month receiving trip planning services • 40 referrals/month (Phase 2) • At least 50 transportation services • 20 community presentations/year
Community Support	•Find a Ride Advisory Committee •Technical Advisors •Accessible User Testers

Grant Support

Match

King County Metro

Sound Transit

Age Friendly Seattle

SDOT

Hopelink

Support



25 Letters of Support

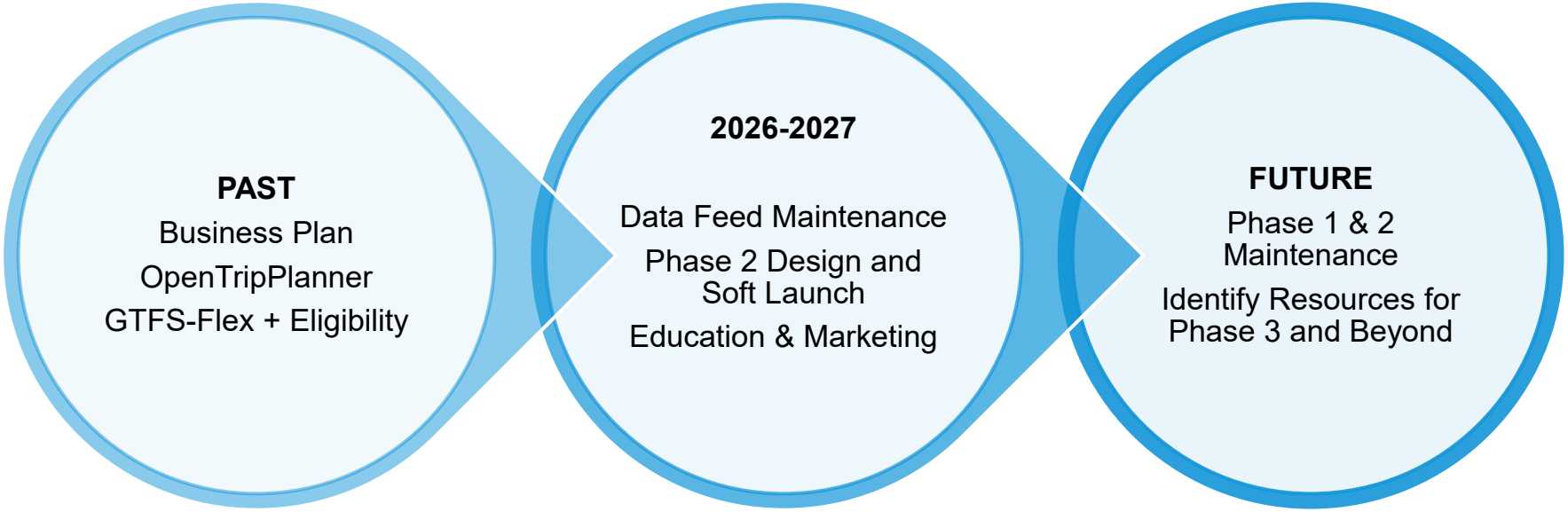


30+ active members of the Advisory Committee



10 Technical Advisors

Timeline


PAST
Business Plan
OpenTripPlanner
GTFS-Flex + Eligibility
2026-2027
Data Feed Maintenance
Phase 2 Design and Soft Launch
Education & Marketing
FUTURE
Phase 1 & 2 Maintenance
Identify Resources for Phase 3 and Beyond

Next Four Years…



Iterative software development



Hosting, maintenance, and support



Coalition building



Marketing and education

Thank you!

Questions?

Dean Sydnor
Program Manager, Find a Ride
Hopelink Mobility Management
DSydnor@hopelink.org
(425) 429-5995

Staci Sahoo
Director, Hopelink Mobility Management
SSahoo@hopelink.org
(425) 625-6856

FIND A RIDE