17172 - Central Puget Sound One-Call/One-Click

Application Details

15644-2023-2025 Consolidated Grant Program - Mobility Management **Funding Opportunity:**

Funding Opportunity Due Date: Oct 27, 2022 3:01 PM Program Area: Consolidated Grant Program

Status: Submitted Final Application Stage:

Initial Submit Date: Oct 11, 2022 7:02 PM

Initially Submitted By: Staci Sahoo

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 Street

> Bellevue Washington 98007-5245 City State/Province Postal Code/Zip

Phone*: (425) 943-6769 Ext.

> Phone ###-###-####

###-###-#### Fax:

Organization Information

Legal Name*: Hopelink **DBA Name*:** Hopelink Organization Type*: Non Profit DUNS #: 096772090

Unique Entity Identifier (UEI): CPGMVDJWLLY3

(Please enter http://... for this field) Organization Website:

Physical Address*: 14812 Main St # 5245

> Bellewe Washington 98007-5245 State/Province Postal Code/Zip

Mailing Address*: P.O. Box 3577

> Redmond Washington 98073-3577 State/Province Postal Code/Zip Citv

P.O. Box 3577 Remit to Address*:

> Redmond Washington 98073-3577 State/Province Postal Code/Zip

Phone*: (425) 943-6769 Ext.

###-###-####

###-###-#### Fax:

Fiscal Year End June

Last day of*:

Organization Contact Information

Organization Contact Information

Organization Director

Name*: Dr. Catherine Cushinberry

First Name Last Name

CEO ccushinberry@hopelink.org

Title Email Address

Applicant Contact

Name*: Staci Sahoo

First Name Last Name

Director, Mobility Management ssahoo@hopelink.org

Email Address Title

Project Contact

Name*: Staci Sahoo

First Name Last Name

Director, Mobility Management ssahoo@hopelink.org

Email Address Title

Summary of Project Information

Summary of Project Information

Does your mobility management project include the purchase of capital equipment*:

Capital equipment includes items that have a useful life of more than one year,

exceed your organization?s capital cost threshold or \$5,000, and are subject to depreciation and inventory records.

Willing to Accept FTA funds for the biennium

Yes

Checking yes to federal funds means that your organization is willing and able to comply with the associated federal requirements. For an example of last biennium's federal requirements see the

Consolidated Grants Program Guidebook.

Select all of the Congressional District(s), Legislative District(s) and County(ies) the project will serve.

Congressional & Legislative District map

Congressional District(s)*: 1,10,2,6,7,8,9

Legislative District(s)*: 01,02,05,10,11,12,21,25,26,27,28,29,30,31,32,33,34,36,37,38,39,41,43,44,45,46,47,48 County(ies)*: King, Pierce, Snohomish

Duration of Project*: Four Years

Dependency on Other Projects

Is this project dependent on any other projects submitted by your organization?	Project Title
Yes	Mobility Management in King County

Scope of Work

Project Description

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

RTPO/MPO*: Puget Sound Regional Council

Is this project primarily serving a rural

No Any service that supports Public Transportation in rural areas with populations less than 50,000.

area?*:

Is this project primarily serving the Seattle, Yes

Tacoma, Everett urbanized area?*:

Provide a brief, high-level description of what your project proposes to do (address who, what and where).

This description may be used to describe your project to the Legislature.

Proposed scope/description of the work.*:

This project maintains and improves a One-Call/One-Click system to provide multimodal trip planning and referral system for special needs populations in the Puget Sound region. It will ensure the community has access to a one-stop shop for their transportation needs while increasing the efficacy of existing special needs transportation services.

Why is this project needed, and how does this proposal address the need?

Describe why you are pursuing the proposed project. Include a description of the transportation problem that needs to be addressed, how the problem was identified, and how the proposed project will address the problem.

Need*:

Central Puget Sound offers a wealth of diverse transportation options, including fixed route transit, light rail, volunteer driver, senior shuttles, and demand response services. Special needs riders encounter multiple information and referral services when looking for alternative transportation, including 2-1-1, Community Living Connections, in-person, or contacting the providers directly. Each provider has different service areas, fares, eligibility, and hours. This fragmented system burdens the rider, the social services community, and the medical providers who serve them. Hopelink and the King County Mobility Coalition (KCMC) have listened to these concerns and discovered that the community's most pressing need is to have one place, accessible both online and via phone, to find and reserve the transportation they need and want. Transportation options must be simplified and understood so the community they serve can benefit from them. OC/OC accomplishes this by consolidating the varied mobility information in our region into a unified trip planner and request system. OC/OC will allow for a more adaptable and connected mobility network that makes receiving services as inclusive and reliable as ever.

Describe coordination efforts with your regional planning organization.

Include details such as inclusion in regional plans, what prioritized strategies are being addressed, who was involved in defining the problem, other alternatives that were/are being considered for solving the problem, and demonstrations of local/regional support for implementing the proposed project.

Coordination Efforts*:

OC/OC culminated over years of community feedback through an intentional inclusive planning process. In 2018, Hopelink received a federal Inclusive Planning grant based upon input from rural and special needs populations, indicating a need to simplify locating and securing transportation via a centralized phone number and branding for transportation resource discovery. This project addresses at least one high-prioritized strategy highlighted in our MPO's Coordinated Plan: "Coordinate to develop a comprehensive trip planning tool, like a One-Call/One-Click platform, to help riders with special transportation needs, navigate and use available services, while keeping in mind language, cultural, technological, and accessibility needs." The larger community -- such as regional planning organizations, public agencies, and coalitions -- will benefit from data collection to plan more strategically, deploy resources more efficiently, and help identify gaps and focus service improvements in areas in need. A successful OC/OC will support the needs identified by the MPO of (1) better regional coordination, (2) increased access to health and wellness destinations, and (3) affordable transportation options. We have received 19 letters of support and match support from 5 organizations. We are actively partnering with WSDOT and others on GTFS-flex adoption to share data widely and accurately. We are partnering with the Sound Transit Digital Assistant to integrate public transit with human services transportation. We expect OC/OC to serve as a statewide model and improve access via the open-source community nationwide.

How does the project advance efficiencies in, accessibility to, or coordination of transportation services provided to persons with special transportation needs?

To be eligible for funding for special needs transportation, RCW 47.01.450 requires that applicants address how their project advances the efficiency, accessibility, and/or coordination of special needs transportation.

Describe how your project advances these areas, and how you are going about developing these advancements. Additionally, identify the special needs population to be served by this project.

Special Needs Transportation:

The project's goal is to increase the well-being and mobility of special needs populations by improving the coordination and accessibility of transportation services. Our first phase includes an investment in data, software, and a supporting phone number allowing consumers to choose a transportation option, map out a trip, and request a trip directly from our platform. This will enable users access to comprehensive information on the full range of transit, paratransit, and personal mobility options, including special needs transportation for over 50 transportation services. Key features will include the integration of GTFS-flex, user profiles, translation and in-language support, and adjustable filters like cost and mobility needs for a personalized experience. We also garnered feedback and buy-in from dozens of special needs transportation providers to ensure this platform meets their needs and improves operational efficiencies. We anticipate two direct users of the platform: consumers and assistors. While anyone may access this system, we will develop and market the system with the following individuals in mind: people with disabilities, older adults, low-income, and limited English proficient populations. We are also building the platform directly for "assistors," which includes caregivers, medical and social service providers, and information and referral specialists, who will leverage the platform on behalf of someone else. Aside from our single access point by internet and phone, we will also use a no-wrong door philosophy that guarantees an assistor will serve a community member no matter how they seek transportation. The Phase 1A software will soft launch in FY2023 and will be marketed to populations indicated above starting in FY2024.

For operating, mobility management and capital projects: How will your organization measure whether the project is successful and improves the efficiency and effectiveness of public transportation?

Identify data sources and monitoring processes. Explain how the project provides more efficient and effective transportation services to the target population(s) within the community. Describe strategies or steps to be taken if the project does not meet its performance targets.

 $\label{project:how will your organization measure the planning project? success? \\$

Identify data sources used in the planning process.

Measurement of Efficiency and Effectiveness*:

The OC/OC project will benefit consumers and assistors by communicating only the options that meet the customer's needs. We are successful if our community believes it's successful, to be determined by our users and partners, such as our Advisory Committee and Technical Advisors. Robust reporting criteria were embedded in our technical requirements when we identified a software developer to build this platform. Surveying will gauge feedback from our partners and riders to allow two-way communication on the platform's success. In addition to performance metrics, we will solicit ongoing feedback from our Advisory Committee, coalition partners, and stakeholders to ensure this platform meets expectations from partners and their clients. An external evaluation will assess whether we're on track and offer improvements if we miss performance targets. This project's primary goal is to provide more efficient and effective transportation services for special needs populations. Coordination is built into the software to reduce repetitive communication between the user and transportation providers, making their experience user-friendly and convenient. Transportation providers will benefit from reduced trip request duplications, facilitation of longitudinal referrals, and cost savings incurred through centralized marketing and technology. The investment in GTFS-flex integration for our region will also allow existing transportation services to appear on common trip-planning platforms.

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

Describe how this project supports and interacts with other modes of transportation in the project area. Does this project enhance other transportation or social services within your organization or among partners?

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

Other Modes of Transportation*:

Our platform will serve as the multimodal trip planner for our region's public transit and special needs transportation. Through comprehensive data collection, including the adoption of GTFS-flex, we will allow users to find exactly what services best suit their needs. The goal of the OC/OC is to encompass all mobility options, including over 50 public transit, nonprofit, for-profit, first-mile/last-mile, and active transportation services, working together as a coordinated network. Users will only see options that meet their needs -- including qualifiers of eligibility, enrollment, affordability, trip time, and advanced booking, that contribute to matching a user with their ideal service. This may include leveraging multiple options for different needs, such as medical, social, or employment, while also considering multiple modes for the same trip to reduce costs and optimize the network. For trips that require advanced booking, our system will support users requesting a ride and eventually booking directly on our site. Our multimodal trip planner and requesting tool extend beyond the current features of our existing website, Find A Ride -- features that are essential to true mobility coordination. We expect this platform will provide decision-makers the data to confidently adopt, modify, or expand services where needs are greatest.

Identify the project staff for this project. What type of experience do these individuals have with grant management?

Provide the names and experience of the key staff that will be working on this project, including their experience managing projects similar to the proposed project.

Project Staff*:

Hopelink has a history of managing federal, state, and local grants for all operations, including transportation, for over 30 years. In addition to the project staff listed below, we will rely on the grant management and transportation expertise of Hopelink's Chief Operating Officer, Geoff Crump, and the Vice President of Transportation, Susan Carter. Hopelink has successfully applied for, received, and managed FTA Section 5310 funds (and other grant funds and contracts) for over 15 years. Hopelink has extensive experience implementing significant software projects, including web-based applications, with an IT department supporting its several technology efforts. The management of this grant will be overseen by Hopelink's Director of Mobility Management, Staci Sahoo. Staci has managed FTA funds since 2012, including Section 5310, 5316, and 5317 special needs grants and funding from other federal, state, and local sources. Staci's responsibilities include tracking and approving grant expenses, issuing RFPs and managing subcontracts, monitoring performance measures and outcomes, compiling grant reports, and documenting compliance with state and federal requirements. For this project, Staci will also provide oversight and guidance to the program management staff, who will track grant expenses, performance metrics, and program outcomes and supervise and train staff.

Coordinated Public Transit - Human Services Transportation Plans (CPT - HSTP)

Coordinated Public Transit- Human Services Transportation Plan	Page number(s) or TBD			
Puget Sound Regional Council	41			

Budget

Expenses

Expenses	If Other, Please List	**July 1, 2021 - June 30, 2022 (Actual)	**July 1, 2022 - June 30, 2023 (Budgeted)	(Total of Actual and	July 1, 2023 - June 30, 2025 (Projected)	Variance Between Biennia	**July 1, 2025 - June 30, 2027 (Projected)	
Labor & Benefits		\$3,880.00	\$74,120.00	\$78,000.00	\$299,957.00	284.56%	\$315,566.00	5.20%
Contracted Services - Other		\$29,305.00	\$239,570.00	\$268,875.00	\$274,113.00	1.95%	\$300,795.00	9.73%
Project Supplies		\$280.00	\$3,500.00	\$3,780.00	\$109,780.00	2804.23%	\$69,925.00	-36.30%
Overhead		\$3,346.00	\$38,617.00	\$41,963.00	\$46,955.00	11.90%	\$45,497.00	-3.11%
		\$36,811.00	\$355,807.00	\$392,618.00	\$730,805.00		\$731,783.00	

Revenue and/or Match

Revenue and/or Match Sources	If Other, Please List	**July 1, 2021 - June 30, 2022 (Actual)	**July 1, 2022 - June 30, 2023 (Budgeted)	(Total of Actual and	July 1, 2023 - June 30, 2025 (Projected)	**July 1, 2025 - June 30, 2027 (Projected)
Local: Other	Cash. See Other Sources.	\$16,354.00	\$125,985.00	\$142,339.00	\$109,000.00	\$109,000.00
Local: In-kind		\$0.00	\$0.00	\$85,000.00	\$38,244.00	\$38,244.00
		\$16,354.00	\$125,985.00	\$227,339.00	\$147,244.00	\$147,244.00

Summary of Awarded Amount for July 1, 2023 - June 30, 2025

Requested Amount: \$583,561.00

Revenue / Match Amount: \$147,244.00

Summary of Awarded Amount for July 1, 2025 - June 30, 2027

 Requested Amount:
 \$584,539.00

 Revenue / Match:
 \$147,244.00

Variances

Variance between 2021-2023 and 2023-2025: 86.14%

Variance between 2023-2025 and 2025-2027: 0.13%

Variances:

The increased variance is due to underestimating the actual cost of building this type of system. There are significantly more software development costs than anticipated, mainly due to ensuring 508 accessibility compliance. Labor & Benefits has increased to hire a dedicated project manager to oversee the program. Increased program supplies to support the tool's multilingual marketing and promotion campaigns.

Other Sources

Other Sources*:

During the first biennium, this project received over 35% local match support totaling \$85,000. In this application, the match is over 20% to sustain the project and totals nearly \$150,000 local investment per biennium. The following organizations committed funds for this project: King County Metro: \$40,000 Hopelink: \$84,000 Sound Transit: \$5,000* King County Records & Licensing Services: \$12,000 Disability Empowerment Center: \$6,200 Before WSDOT funding, over \$100,000 was invested in this project through a national inclusive planning grant culminating in a business plan and technical requirements. WSDOT has also contributed significant staffing resources to support this project, with two Public Transportation Division employees serving as Technical Advisors. WSDOT invests heavily in statewide trip planning data standard collection and maintenance, benefiting the OC/OC project. Additional cost-savings are anticipated as we partner with Sound Transit on their trip planning tools and routing engine. *Sound Transit Match Letter is pending.

Comments

Comments*:

Budget items were developed based on actuals and software developers' budgets. A. Budget Development-Expenses: 1. Contracted Services. Software Development & Support: includes the hosting, maintenance, and support costs for the shared OpenTripPlanner and 1-Click Command Center, accessibility improvements, and iterative developer costs. Technology Consultant: 85 hours at a rate of \$175/hour to support the development of future principal components. 2. Direct Operating Expense - Labor & Benefits: 1 FTE program manager to oversee the project, with 0.2 FTE oversight from Director and 0.5 FTE in program specialist to support phone line and data management. In-Kind Labor from King County Metro Technical Advisor, King County RALS Technical Advisor, and Accessibility SMEs at Disability Empowerment Center. See the In-Kind Valuation Plan for a full breakdown. 3. Direct Operating Expense - Program Supplies: costs needed for multilingual marketing and promotion campaign of the platform, which may include translation, media ads, printing, video production, and more. Includes In-Kind support from King County Metro. See the In-Kind Valuation Plan for a full breakdown. Additional expenses for staff training and conferences/meetings. 4. 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.

DBE Goals

DBE	No
Goals Percentage Efforts	DBE

Yes 1.00%

Hopelink's fiscal policy states, "Positive efforts shall be made by Hopelink to utilize small business, minority-owned firms, and women's business enterprises, whenever possible." This project's expenses will primarily be spent on large-scale software development, labor, and benefits. We will strive for at least a 1% DBE goal as we currently use a DBE accessibility consultant and plan to leverage DBE firms for our marketing campaign. In the past, we've used DBE vendors to supply our outreach kits, printing services, and contractor for video production.

Summary

July 1, 2023 - June 30, 2025

 Expense Total:
 \$730,805.00

 Revenue Total:
 \$147,244.00

 Requested Amount
 \$583,561.00

This is the amount of grant funds your organization is requesting from July 1, 2023 - June 30, 2025.

Percentage of Match:

Expense Total minus Revenue Total

20.15%

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July 1, 2025 - June 30, 2027

 Expense Total:
 \$731,783.00

 Revenue Total:
 \$147,244.00

 Requested Amount
 \$584,539.00

This is the amount of grant funds your organization

Expense Total minus Revenue Total.

is requesting from July 1, 2025 - June 30, 2027.

: Percentage of Match:

20.12%

Measurable Outcomes

Measurable Outcomes

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

There may be some projects where traditional performance measures (e.g., revenue vehicle hours/miles, passenger trips) do not apply.

In those cases, quantifiable objectives can be used instead by submitting the following information: number of trainings or outreach, or number of passengers served, or other measurable outcomes produced by this project.

Ensure there is a quantitative output, as this will be the baseline measurement for the following biennium?s application. Qualitative measures are optional.

Intended Outputs*:

Outputs from this project include the tool itself - website usage and phone calls - as well as community outreach and ultimately, satisfaction from users and partners. With guidance from our local MPO and stakeholders, this project's intended outputs as quantifiable performance measures, include the following: -Measure 1: Number of clients receiving trip planning services. Target 1: 200 users/month -Measure 2: Number of calls fielded. Target 2: 30 calls/month -Measure 3: Number of website impressions (includes trip planning and/or receiving other information such as fares or travel training information). Target 3: 400 impressions/month -Measure 4: Number of trips planned. Target 4: 200 trips/month -Measure 5: Number of transportation services integrated in the platform. Target 5: at least 50 transportation services -Measure 6: Partners and consumers' satisfaction with OC/OC. Target 6: at least 90% satisfaction. -Measure 7: Number of community presentations/trainings on OC/OC. Target 7: 20 presentations/year -Future Measure 8: Percentage of trips fulfilled. Target 8: at least 80% of trips are fulfilled

Milestones

Milestones

MOBILITY MANAGEMENT	Date (mm/yy)
Project Start Project Complete	07/23 06/27

Attachments

Attachments

Named Attachment	Required	Description	File Name	Туре	Size	Upload Date
Copy of organization?s most recent audit report	~	Single Audit Report	Hopelink_MM_OCOC_AuditReport.pdf	pdf	336	10/11/2022
					KB	06:51 PM
501(c) IRS Letter of Determination (for new non-profit applicants only)						
WA Utilities & Transportation Commission (UTC) Certification (for new non-profit applicants who are direct service providers)						
Service area map	✓	Service Area Map	Hopelink_MM_OCOC_ServiceAreaMap.pdf	f pdf		
					KB	06:51 PM
Population density map	✓	Population Density	Hopelink_MM_OCOC_PopDensityMap.pdf	pdf		10/11/2022
		Мар			KB	06:51 PM
Letters committing matching funds		Match Letters. Sound Transit is pending.	Hopelink_MM_OCOC_MatchLetters.pdf	pdf	2 MB	10/11/2022 06:51 PM
In-kind match valuation proposal (only operating and mobility		In-Kind Valuation	Hopelink_MM_OCOC_InKindValue.pdf	pdf	129	10/11/2022
management projects may use in-kind contributions as matching funds)		Plan			KB	06:52 PM
Letters of support (combine into one file attachment)		19 Letters of Support.	$Hopelink_MM_OCOC_SupportLetters.pdf$	pdf	2	10/11/2022
					MB	06:52 PM
Letter of concurrence (for projects that operate in multiple planning regions)						
Federal Indirect Cost Rate Approval Letter						
Cost Allocation Plan		Cost Allocation Policy	Hopelink_MM_OCOC_CostAllocation.pdf	pdf	126	10/11/2022
					KB	06:52 PM

Supplemental Information

Supplemental Information

Supplemental Information:

Puget Sound is a large region with great diversity -- urban and rural, elevated and coastal, accessible and inaccessible. Specialized transportation plays a vital role in the area, responding to the various needs of those living here. When looking specifically at King, Pierce, and Snohomish Counties, specialized services aim to play a predominant role, giving all people equitable opportunities to thrive. The specialization of services implies that mobility barriers are actively considered, and the corresponding services are designed to overcome those barriers. Many services are available through public and private agencies that aim to address the unique needs of various communities. In a region as sizeable as the Central Puget Sound, the result is dozens of services, each designed to serve a particular group. An array of services such as this all too easily lends itself to complexity and confusion. For riders, their families, and the people who support them, it can be hard to discover the best options, let alone access the service. When planning a particular trip, it is no small task to determine which services are available, what the costs are, and whether public transit is a viable option. There is friction in the "transportation request" pipeline for transportation providers, with a single user making duplicate requests to multiple providers. There is also a burden on providers to effectively market their services to similar audiences and invest in cutting-edge technology. For planners and policymakers, it can be daunting to consider all the services together, identify gaps, or connect services for desired social outcomes. Information and referral resources provide valuable assistance. Still, the lack of a single, authoritative resource from which to choose, plan, and book a trip means everyone involved - riders, I&Rs, planners - must navigate myriad platforms and procedures to merely understand how the system works, much less how it should work. Often, individuals call several different services without even knowing if they are eligible for said service. This is as time-consuming as it is discouraging and requires a broad knowledge of services no user should need to possess. In addition to the difficulty finding service, there can be the added difficulty of accessing services once they are discovered. With few exceptions, specialized services are available only through advanced reservations made by phone that regularly include significant hold time. These hold times are due to the nuances of specialized trips that often require a live operator; these requirements are a symptom of a lack of investment in systems that can streamline the creation and sharing of a trip request. As transportation services become on-demand and bookable through mobile devices, keeping specialized services available through strictly analog methods presents a challenge to maintaining equity. Our project was explicitly called out as an "equitable MaaS" project by WSDOT Secretary Millar at a recent transportation conference, demonstrating the innovation we've cultivated in this space. Another critical project from our inclusive planning work is the Community Transportation Navigators, launched with the Filipino community in the summer of 2022. This is a peer model where community leaders educate on appropriate options in a culturally inclusive manner. We anticipate utilizing the navigators as assistors to the OC/OC to ensure we serve linguistically and culturally diverse communities. As the OC/OC system has advanced, it has become clear that specialized transportation and transportation data fields have much to learn about accessibility and usability. Project overview, history, and progress updates are available at https://www.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 - May 2022

Vulnerable Populations in Overburdened Communities

Identify the type of direct and meaningful benefits to vulnerable populations your project provides using the descriptions above, if any. Explain how your project provides these benefits. Your response may include suggestions about how WSDOT should evaluate project(s) against Climate Commitment Act requirements in the future.

Vulnerable Populations in Overburdened Communities*:

The current transportation landscape burdens specialized transportation users, many of whom come from vulnerable populations; older adults, people with limited English proficiency, people with disabilities, and people with unique access and functional needs. Worse still, these communities have no choice but to become experts in transportation options, eligibility criteria, service areas and hours, contact methods, and enrollments to complete their essential travel. This burden is compounded when community members carry intersecting identities, and their communities have a history of under-investment from state and governmental entities. 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 of overburden primarily centering on population centers in major cities like Seattle, Tacoma, and Everett. Vulnerable populations are found throughout the region, mainly concentrated in South King and Pierce County. Transportation barriers are more intense when seen through the "overburdened" and "vulnerable" lenses. The One-Call/One-Click platform intends to serve the needs of specialized transportation users. As such, the project is prioritizing usability and accessibility. The project is not only creating a practical and accessible trip planner but also advancing the field of accessible web design for transportation resources. The One-Call/One-Click system will offer one location for community members to plan their trips, learn about eligible services, and make requests for service providers who can meet their needs. Streamlined trip planning and more significant connections to transportation programs will increase mobility for otherwise disconnected and isolated communities. By focusing on communities that face the greatest barriers first, this project will advance equitable access for all.

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
Estimate the percentage of your project that serves the tribe:	0.00%
By checking this box, you are confirming your outreach to the tribe in pursuit of a resolution formally supporting your project :	No

Attachments

Tribal support correspondence/resolution:

Certification

Certification

Certification*:

Date*:

I certify, to the best of my knowledge, that the information in this application packet 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:

Application Authority*:

Geoff Crump
First Name Last Name

Title*:

COO

Yes

10/11/2022



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.

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),
 Advocacy, EDI (Equity, Diversity, and Inclusion) 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 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 with the exception of 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 allocated 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 and Penalties and Fees.

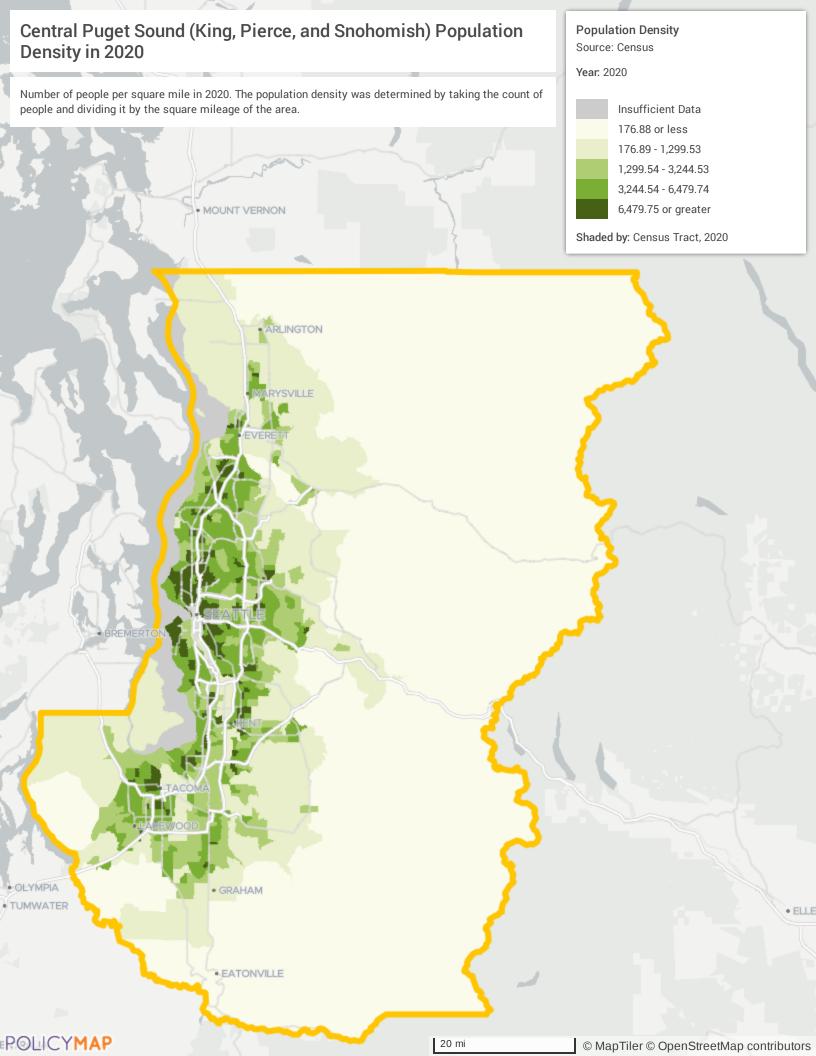
This policy was reviewed by the COO, CFO, and Controller on June 2, 2021.

Last Revised: 3/7/22

Author: Michele Anzlovar

Approved by: Amanda Reinhard







October 10, 2022

WSDOT 310 Maple Park Ave SE Olympia, WA 98501-2348

Dear Grant Reviewers:

Hopelink is committing \$23,000 per year for the four-year grant period from July 1, 2023 to June 30, 2027 as matching funds through labor and benefits for the Regional Alliance for Resilient and Equitable Transportation (RARET) grant application.

The Hopelink Mobility Management team empowers people to change their lives by facilitating access to the community. We provide travel education and resources and facilitate the coordination of special needs transportation as a member of the King County Mobility Coalition. The continuation of this grant project will provide mobility management staff support to coordinate and improve access to transportation services during an emergency and postemergency for the Central Puget Sound.

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, adult literacy, and employment services. Hopelink's specialized transportation services, including Mobility Management and Brokerage, are a critical component of support for our clients and the clients of our service partners. Personal mobility allows the most vulnerable members of our community to receive the medical care and other services they need.

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,

Geoff Crump

COO

CC: Staci Sahoo



Moving forward together

Mobility Division

Contracted Services/Mobility Services 201 S. Jackson Street KSC-TR-0812 Seattle, WA 98104-3856

October 7, 2022

Dr. Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007liance for

Dear Catherine Cushinberry:

King County Metro Transit supports Hopelink's grant application for sustaining regional alliance for resilient and equitable transportation (RARET) service in King County that enhances mobility for thousands of people with special transportation needs in King County.

This project supports Metro's Accessible Services mission to develop, maintain and promote safe, reliable, appropriate, and sustainable alternatives to accessible fixed route service. Our commitment of staff support, 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 is pledging up to \$4,400 per year in revenue plus \$4,000 per year for in-kind contributions contingent upon funding appropriation for Hopelink's RARET program. Should you have any questions, please feel free to contact Don Okazaki, Transportation Planner, at 206-263-1082.

Sincerely,

DocuSigned by:

Gwendolyn Clemens Managing Director

Gwendolyn Clemens

Contracted Services



October 7, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Pierce Transit Public Transportation Benefit Area Corporation is pleased to provide this letter of support and commitment for Hopelink's WSDOT Consolidated Grant Application to sustain the Regional Alliance for Resilient and Equitable Transportation (RARET) Workgroup for grant years July 1, 2023 through June 30, 2025.

Hopelink has a strong history of implementing and sustaining programs designed to provide special needs transportation. Their programs are tailored to meet the needs of seniors, people with disabilities, and others faced with mobility challenges. Among these are Hopelink's existing education and outreach programs and staffing for the King County Mobility Coalition, which provide critical services and facilitate coordination in this time of increasing need to fill transportation gaps.

The continuation of this grant project will provide mobility management staff support to the Pierce County RARET Workgroup and will enable workgroup members to continue coordination initiatives in the Central Puget Sound Region. Staff support will continue to integrate RARET's work plan with the Emergency Management work of UASI and the special needs transportation coordinating coalitions in the region.

This project supports Pierce Transit's work to support the coordination of transportation projects within Pierce County for individuals who meet the definition of special needs; including individuals with disabilities, low income, the elderly, youth, veterans, and individuals with low incomes. Pierce Transit's involvement and support through Hopelink-RARET workgroups will maximize local and regional coordination efforts for those individuals with accessibility concerns in safely accessing resources and transportation during emergent events.

In support of Hopelink-RARET project, Pierce Transit is making a financial commitment of \$5,000 between 2023-25 (\$2,500 per calendar year) as long as Pierce Transit's financial condition permits, and Pierce Transit's annual budget is approved.

Thank you for considering our comments regarding Hopelink's application. On behalf of Pierce Transit, I strongly encourage WSDOT and PSRC to fund this important grant request. Thank you for your consideration.

Sincerely,

Grantley Martelly, Chief Operating Officer

Grantley Martelly

Pierce Transit



Dr. Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

The Snohomish County Human Services Department supports Hopelink's Consolidated Grant Application to sustain the Regional Alliance for Resilient and Equitable Transportation (RARET) project.

Hopelink has been a lead agency in bringing together cross-sector partners to develop strategies for increasing transportation services for those with access and functional needs including older adults, people with disabilities, English-language learners, and others in the event of an emergency. The RARET workgroup has allowed our department to learn from emergency managers, transportation providers, human service agencies, and community advocates throughout the Central Puget Sound Region.

The continuation of this grant project will provide mobility management staff support to the RARET workgroup and will enable workgroup members to continue coordination initiatives in the Central Puget Sound Region, including Snohomish County. Staff support will continue to integrate RARET's work plan with Emergency Management and the special needs transportation coordinating coalitions in the region.

This project supports the Human Services Department's ability to fulfill Mass Care and other Emergency Support Function 6 objectives outlined in the Snohomish County Comprehensive Emergency Management Plan.

The Snohomish County Human Services Department commits to providing \$4,203 per year for the four-year grant period from July 1, 2023 to June 30, 2027 as in-kind match support in the form of staff labor to provide technical support, participation in workgroup meetings, collaborating on mutually beneficial projects for Hopelink's grant application.

Thank you for considering our comments regarding RARET's application.

Sincerely,

Mary Jane Brell-Vujovic
Director, Snohomish County Human Service Department

CC: Staci Sahoo & Bree Boyce, Hopelink

Hopelink One-Call/One-Click (2023-2025) In-Kind Match Valuation Plan (page 1)

King County Metro, King County Records and Licensing Services (RALS), and the Disability Empowerment Center have 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: \$38,243.92 In-kind Contributions Claimed in grant application: \$58,244 ¹

King County Metro

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: \$83.74 Total Labor Value (2023-2025 biennium): \$9,043.92

Marketing, Printing, and Special Needs: On a project basis, supplying printing,

translation, and advertising services for One-Call/One-Click marketing campaigns

and inclusive engagement.

Yearly cost of services: Up to \$5,500.00

Total Supply Value: (2023-2025 biennium) \$11,000.00

Total Value of Contribution (2023-2025): \$20,043.92

King County RALS

In-Kind Labor: Transportation Policy Manager

Work Performed: Technical Advisor for One-Call/One-Click

Number of Hours per Year: 60
Per Hour Value: \$100
Total Labor Value (2023-2025 biennium): \$12,000

Hopelink One-Call/One-Click (2023-2025) In-Kind Match Valuation Plan (page 2)

Total Value of Contribution (2023-2025): \$12,000

Disability Empowerment Center

In-Kind Labor: Executive Director

Work Performed: Disability & Accessibility SME

Number of Hours per Year: 50
Per Hour Value: \$62
Total Labor Value (2023-2025 biennium): \$6,200

Total Value of Contribution (2023-2025): \$6,200

September 22, 2022

Catherine Cushinberry

Hopelink

14812 Main St.

Bellevue WA 98007

I, Alexandra O'Reilly, support Hopelink's Consolidated Grant Application for A One Call One Click system in King County.

Hopelink has a strong history of implementing and sustaining programs designed to provide special needs transportation in King County. Their programs are designed to meet the needs of King County residents including seniors, people with disabilities and others faced with mobility challenges. The King County Mobility Coalition has consistently supported mobility for all opportunities throughout the region including working with partners in Snohomish and Pierce counties. Their One Call One Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One Call One Click Business Plan they have produced, situates them for the next step of platform launch.

I have personally experienced how needed a One Call One Click system is in the community. I am on the Phinney Village Advisory Committee for a program in North Seattle that uses volunteers to help older adults and people with disabilities stay in their homes as long as they are able. To have such a system would give volunteers who help participants find rides to doctor's appointments, shopping and a host of other activities that decrease isolation an easier way to do so. This need will only increase in the next few years given the aging of the population so getting this system in place now is critical. I also participate in the One Call One Click Advisory Committee and feel confident Hopelink has the capacity and skills to lead this effort.

Thank you for considering my comments regarding Hopelink's application. Please contact me at 206-390-7542 if you have any questions.

Sincerely,

Alexandra O'Reilly MSW

King County Mobility Coalition Member, Member One Call One Click Advisory Committee



206.461.3210 | crisisconnections.org | 2901 3rd Ave, Suite 100 | Seattle, WA 98121

September 1, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

King County 211, a part of Crisis Connections, would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports Crisis Connections' mission to connect people in physical, emotional and financial crisis. Our passion is listening and caring; empowering people to make positive life changes. We do this through connections between people and critical resources.

In January 2022, King County 211 launched our own transportation program providing free on-demand rides in King County. Throughout the year, we have worked closely with Hopelink to envisage potential avenues for our programs to support each other to fill transportation gaps, avoiding wasteful overlap. Hopelink's One-Call One-Click project will be a valuable one stop shop mobility resource for the community, ensuring people are connected to the critical transportation resources that they need.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at tolson@crisisconnections.org or 206-333-8718.

Sincerely,
Tiffany Olson
King County 211 Manager
Crisis Connections

October 4, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

I, Deborah Witmer, wholeheartedly support Hopelink's Consolidated Grant Application for a One-Call One-Click system in King County.

Hopelink has a strong history of implementing and sustaining programs designed to provide and improve access to transportation for people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. Most recently this has meant the development of Principal Components, establishing of a diverse Advisory Committee, and contracting with software vendors to build the first phase of user testing and platform launch.

Hopelink's Mobility Management is important to the community because it supports our Elders independently aging-in-place and living within our own communities. I have lived in my community for 34 (adult) years and have every wish and plan to remain here as I continue to age. As an older adult with disabilities, I still work and contribute valuable generational energy, skills, knowledge, and caring for my neighbors. I do still drive (during the daylight), but do not own a personal vehicle, relying heavily on public transit. While the options are wonderful – they can be overwhelming and confusing, and even inaccessible for everyone. The One-Call One-Click project is a strong, multi-year project being developed collaboratively by many regional partners. Its work will level the playing field for access to local transportation options for vulnerable populations and bring more equity to an often-inequitable transportation system.

Thank you for considering my comments regarding Hopelink's application. Should you have any questions, please feel free to contact me using the information below.

Sincerely, Deborah Witmer

Deborah Witmer

<u>DebLWitmer@gmail.com</u>

206-380-5612

Dorene Cornwell PMB 1116, 10002 Aurora Ave N Su 36 Seattle WA 98133 dorenefc@gmail.com 206.650.3035

October 3, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry and all:

My name is Dorene Cornwell. I am writing to speak of several reasons I strongly support Hopelink's Consolidated Grant Application mobility management and in particular for work on a One-Call One-Click system in King County.

I am an advocate for accessible transportation and for equitable mobility throughout WA. The opinions here are my own perspectives though I wear hats for several different disability, affordable housing, and other advocacy organizations to whom I regularly distribute information I have learned through involvement with the King County Mobility Coalition.

I also currently serve on the One Call One Click advisory board; I especially appreciate the Hopelink team's recognition that compensating community members for service on such bodies is an important element of accessibility along with attention to accessible conduct of meetings, distribution of meeting materials in electronic format and other measures as needed.

Two asterisks about the great work Hopelink does: I have continual concerns about access for members of the Deaf and Hard of Hearing Communities. To be honest I do not have more specific recommendations than a desire to see some organizational representation and then to work further with needs as they arise. As with all the transportation advocacy I do, there is also considerable ongoing concern about transportation access options for people who use wheelchairs and need wheelchair accessible vehicles that allow them to remain in their own customized chair rather than say transferring in and out of a volunteer driver's ordinary car.

I know from attending King County Mobility Coalition meetings and following newsletters and other ongoing communications that the meetings and the subregional coalitions engage a broad range of community organizations. Many Hopelink initiatives result from perspectives provided by these organizations and I have to assume that these organizations are able to make use of Hopelink connections as well as I do. I also regularly hear work intended to address different issues that arise as people need to travel between King and Pierce or Snohomish counties.

One example of how Hopelink's mobility Management work continues to be extremely beneficial relates to their Access To Healthcare committee: a peer of mine with the WA Council of the Blind is a nurse who lost vision suddenly late in her career. She has been able to maintain fulltime employment and

transition from active nursing to work as a discharge planner. She draws extensively on connections and issue perspectives offered through the Access to Health Care Committee; she has also been able partially to assess her organization's emergency management issues because of connections to RARE-IT.

Finally I want to comment in more detail about the One Call One Click project. This project has evolved over a number of years and represents important work in several key areas. The project began partly because people realized that lots of organizations were doing substantial transportation projects but that a person wanting to or to recommend more than one of these programs to get from Point A to Point B faced a number of hassles and barriers identifying possible services and connections among different service areas. In addition, riders have access to a range of eligibility options including financial, healthcare-related, age, and disability status which affect their choices of transportation options. Further, both service locations and travelers with disabilities reflect data that is considerably more complex than has previously been covered in other transportation routing information systems.

Hopelink has plunged into work with all these new dimensions of information systems. They have held many meetings where software developers, community representatives, and organizations interested in third party smart transportation products talk and listen in detail to needs and the realities of information system design. Hopelink has also collaborated with the University of WA and larger efforts to build back end data systems that can reflect infrastructure realities, traveler needs, and the need for ongoing information exchange behind what different categories of customers will see as they start to take advantage of the many services the new system will provide. It is exciting that all of this work is ready for testing and that Hopelink has plans to test and iteratively add improvements.

Hopelink makes critical contributions both to present-day service delivery and to the evolution of transportation in the Puget Sound. Hopelink has drawn both federal funding and funding overseen by non-governmental entities; I strongly support their application for the Coordinated Grant Program.

Thank you for considering these comments. I am happy if needed to comment further and can be reached at the phone or email coordinates listed above.

Sincerely,

Dorene Cornwell



September 19, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Disability Mobility Initiative would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports Disability Mobility's mission to ensure mobility options for nondrivers in Washington State. We know that Black, Indigenous and people of color, immigrants, poor people, seniors and disabled people are much less likely to have a driver's license or access to a car and are more likely to be transit reliant. At the same time people of color, and people living in rural areas and on tribal lands face greater risks of being killed in traffic collisions because our communities lack accessible pedestrian and transit infrastructure, a trend that we have seen increase because of the suburbanization of poverty



Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 206.718.8432.

Sincerely,

A. Zivarts

She/her

Director, **Disability Mobility Initiative**

Disability Rights Washington

315 5th Ave S, Ste 850

Seattle, WA 98104

206 718 8432 (cell)

annaz@dr-wa.org





September 12, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Senior Services of Snohomish County, DBA Homage, would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports Homage's mission for our Transportation Assistance Program (TAP) which provides safe and reliable transportation for older adults and people with disabilities who live outside the DART service area. TAP's wheelchair accessible vehicles connect people to services, health care, senior centers, shopping, recreation and more. Without the coordination of services, transportation systems can be frustrating or confusing to navigate. One-Call One-Click consolidates transportation solutions and ensures riders satisfy their needs.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 425-265-2280.

Sincerely,

uli Rose

Director of Transportation



Community Matters

September 29, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

The Indian American Community Services (IACS) is delighted to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports IACS's mission to develop transport solutions for our Eastside Senior Community in collaborations with Hopelink and King County and other organizations with the same objective for their clients. We have worked diligently with EERC, EATS and Sound Generations since 2018 to develop transportation solutions. The majority of our seniors find it very difficult to get to our senior centers, meal sites and activities because of lack of transportation services. As director of IACS Senior Program, I have worked since 2010 to find ways to transport our seniors, including volunteer drivers, renting service, and providing taxi vouchers/coupons. We are a strong advocate of mobility for older adults and understand their challenges.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 206-854-0070

Sincerely,

Pran Wahi



October 3, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Kaiser Permanente Washington would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports Kaiser Permanente's mission by ensuring access to medical care for our patients and community. Transportation is an often-cited barrier to needed medical care, especially for our older, low-income, disabled, and other under-served community members. The One-Call One-Click program is an essential component to removing the barriers. Transportation resources are a complex labyrinth of phone numbers, lead times, email addresses and requirements which is difficult, especially to anyone with cognitive issues and language barriers, to maneuver. Even those with adequate resources struggle to connect to resources. Having one place to connect with all possible resources is invaluable.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in our region. For any further questions, please contact me at 206-326-2815.

Sincerely,

Lisa Hirohata

Manager, Kaiser Permanente Resource Line Kaiser Permanente Health Plan of Washington 206-326-2815 L.M.Hirohata@kp.org





September 21, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

The City of North Bend would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports City of North Bend's mission Brand Statement for consistent delivery of quality basic services including transportation and traffic management.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at (425) 888-7625.

Sincerely,

Rob McFarland

Mayor



September 22, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Public Health Seattle and King County would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports Public Health's mission to reduce barriers to accessing services and benefits through collaboration and partnership.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 206-263-1179 Sincerely,

Jennifer Covert

ORCA LIFT Program Manager – Public Health Seattle and King County



September 16, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Pierce County Coordinated Transportation Coalition(PCCTC) would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports PCCTC's mission to ensure that people with limited transportation options who live, learn, work, and socialize in and around Pierce County get a ride. That simple. Need a ride? Get a ride. We achieve our purpose by developing and coordinating transportation services for people with limited transportation options. This partnership is vital in continuing to close the transportation gaps in our region. Pierce County has a system and will partner in ensuring a smooth transition and also look at the lesson-learned to improve our system. Supporting One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects. We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 253-281-9490.

Sincerely,

Daeveene J. May

Pierce County- Special Needs Mobility Manager



September 21, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

The Puget Sound Educational Service District(PSESD) would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. Most recently this has meant the development of Principal Components, establishing of a diverse Advisory Committee, and contracting with software vendors to build the first phase of user testing and platform launch.

This project supports PSESD's mission to provide both transportation services to special needs populations and provide driver training to those seeking employment in the transportation field. We are very excited that King County has designed a program that PSESD will be an active participant that will enable special needs community members to access transportation information and services in a more efficient and timely manner through the One-Click program.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 425-917-7886 Sincerely,

Jacqueline Mann
Director of Transportation

September 20, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

The SCCA Proton Therapy Center would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. Most recently this has meant the development of Principal Components, establishing of a diverse Advisory Committee, and contracting with software vendors to build the first phase of user testing and platform launch.

This project supports the SCCA Proton Therapy Center's mission to provide exceptional care and life saving treatment to cancer patients. Our Center is the only facility within 800 miles to provide proton therapy. Reliable access and transportation to treatment is one of the biggest barriers our community of patients face and should not have to be something patients worry about when fighting for their life. Many of our patients depend on Hopelink's services to get them to and from treatment. Hopelink has been instrumental in addressing this barrier for our patients.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 206-306-2038 or april.clements@SeattleProtons.org.

Sincerely,

April Clements

Patient Services Manager

Lemin 1



September 29, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Sound Generations would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports Sound Generation's mission to provide transportation options to aging adults 55 and over and adults with disabilities. Sound Generations has been a strong advocate and partner for the One-Call One-Click project. We believe this project to align with our mission to support people on their aging journey through community connections and accessible services.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 206-268-6786.

Sincerely,

Phirun Lach

Director of Transportation



October 10, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Snohomish County Transportation Coalition (Snotrac) submits this letter of support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports Snotrac's mission to connect people and communities in Snohomish County and beyond with safe, equitable and accessible transportation. A comprehensive trip planning and scheduling system will improve mobility for all people, especially people with disabilities and older adults who rely on transportation services provided by public transit agencies, nonprofit transportation service providers, and private non-emergency medical transportation providers.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. Should you have any questions, please feel free to contact me at 206-856-4788.

Sincerely,

Brock Howell Snotrac Director



8100 8th Ave South Seattle, WA 98108

Transportation Department

September 21, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Solid Ground would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports Solid Ground's mission to eliminate barriers to safe, reliable transportation for communities, families and individuals experiencing poverty, racism and other oppressions. It will support our efforts to move our communities beyond poverty and oppression where all people have equitable access to services and the opportunity to thrive.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 206.716.3843.

Sincerely,

Kari Ware

SGT Transportation Director



Serving the Snoqualmie Valley Seniors and Their Families Since 1975 A Community Partner Site of Sound Generations 4610 Stephens Ave-P.O. Box 96-Carnation, WA 98014 (425) 333-4152

September 28, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Sno-Valley Senior Center would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with mobility challenges. The One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. This, in addition to the One-Call One-Click Business Plan they have produced, situates them for the next step of platform launch.

This project supports Sno-Valley Senior Center's mission to inspire, support and empower seniors to lead healthy, enriched lives. In our rural area, transportation options are few. One-Call One-Click grant will enable people to easily get where they need in our car dependent region. This will prevent isolation and illness and enable older adults to remain safely in their own home.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 425-333-4152 or e-mail <u>Lisay@soundgenerations.org</u>

Lua D. Yeager

Sincerely,

Lisa Yeager, Director





September 14, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Mt. Si Senior Center and Snoqualmie Valley Transportation would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. Most recently this has meant the development of Principal Components, establishing of a diverse Advisory Committee, and contracting with software vendors to build the first phase of user testing and platform launch.

This project supports Mt. Si Senior Center and Snoqualmie Valley Transportation's mission to making mobility options easier for all riders who need them

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 425-888-7001.

Sincerely,

Amy Biggs

Director, Snoqualmie Valley Transportation



September 14, 2022

Catherine Cushinberry Hopelink 14812 Main St. Bellevue, WA 98007

Dear Dr. Cushinberry:

Transportation Choices Coalition would like to submit a Letter of Support 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, in partnership with the King County Mobility Coalition, has worked extensively to prepare for a One-Call One-Click 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 people with special needs in King County. Their programs are tailored to meet the needs of older adults, people with disabilities, and others faced with 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 One-Call One-Click work has spanned multiple years of planning, gathering buy-in, and testing core elements. Most recently this has meant the development of Principal Components, establishing of a diverse Advisory Committee, and contracting with software vendors to build the first phase of user testing and platform launch.

This project supports Transportation Choices Coalition's mission to bring all Washingtonians more and better transportation choices — real opportunities to take a bus, catch a train, ride a bike, or walk.

Supporting this One-Call One-Click software would expand our region's capacity for coordination and provide a tool to meet the needs of many. This funding would also establish a standard in our region for future integration with other One-Call One-Click projects.

We are aligned with the values represented in this project and look forward to coordinating efforts in the greater Puget Sound region. For any further questions, please contact me at 206-329-2336.

Sincerely,

Hester Serebrin
Policy Director
Transportation Choices Coalition

