

# One-Call/One-Click

*Central Puget Sound's  
Multimodal Trip Planner and Referral System*

WSDOT Consolidated Grant Application  
November 16<sup>th</sup>, 2022  
Staci Sahoo, Director



**hopelink**

# *Principal Components of One-Call/One-Click*

- 1. Service Discovery & Trip Planning**
- 2. Rider Profiles**
- 3. Intake, Eligibility Determination, & Enrollment Verification**
- 4. Trip Request Fulfillment**
- 5. Payment**

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

# Find A Ride 2.0 Trip Planner (demo environment)

hope

link

Plan Trip

View Routes

47.74521, -122.34648

2133 2nd Avenue West, Seattle, WA, USA

11/2/2022

Depart 10:15 AM

View all options

E Line

Hyde Shuttle

41 min

Flex Service: Call to reserve

No fare info

1 min walking

You leave 10:22 AM

10:22 AM

47.74521, -122.34648

Walk 439 feet to Aurora Ave N & N 160th St

1 min

10:23 AM

Aurora Ave N & N 160th St

Stop ID 75790 | [Stop Viewer](#)

E Line

Service operated by [Metro Transit](#)

Ride 27 min / 17 stops | [Trip Viewer](#)

10:53 AM

Aurora Ave N & Lynn St

Walk 15 feet to corner of sidewalk and service road

Shoreline

Lake Forest Park

Kenmore

Aurora Ave N & N 160th St

E Line

corner of sidewalk and service road

Seattle

Lake Washington

520

# *PSRC Regional Priority Ranking Criteria*

- Preservation
- High-prioritized strategy
- Strong coordination with regional partners, transit agencies, and private sector
- Eligible for federal (>20% match)

## *Next Four Years...*



Iterative software development



Hosting, maintenance, and support



Staffing



Marketing and education

# *Grant Support*

## **Match**

- Hopelink
- King County Metro
- Sound Transit
- King County Records & Licensing Services
- Disability Empowerment Center

## **Support**

- 19 Letters of Support
- 23 active members of the Advisory Committee
- 8 Technical Advisors

# *Thank you!*

*Questions?*

**Staci Sahoo**

Director, Mobility Management

[SSahoo@hopelink.org](mailto:SSahoo@hopelink.org)

(425) 625-6856

[www.kcmobility.org](http://www.kcmobility.org)



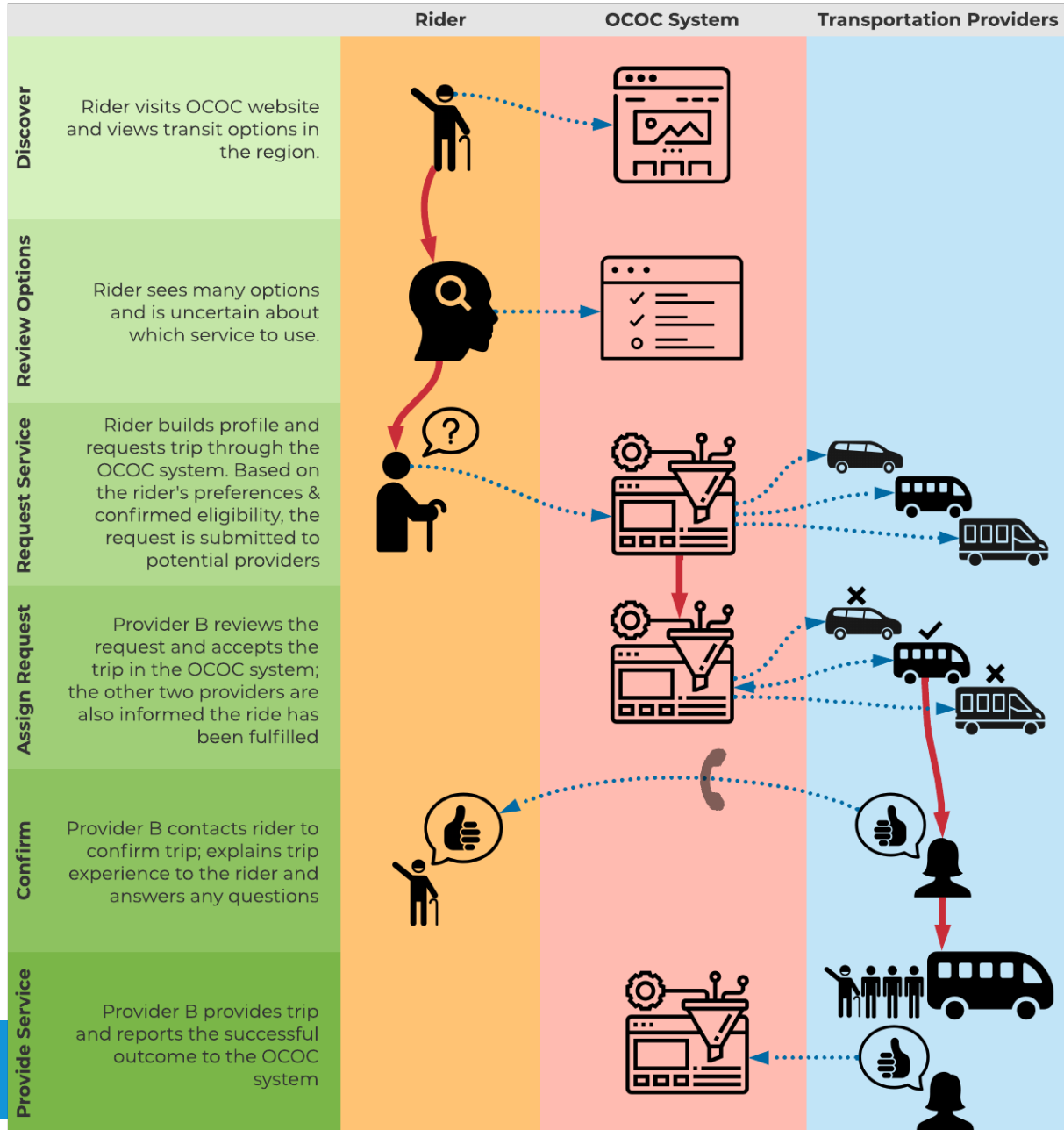
# Appendix Slides



# Ride Referral Coordination Success

## Example 1:

### Rider Requests Trip Online, Multiple Providers Available



# Rider Profile (211Ride in Southern CA)

**FIND MATCHING TRAVEL OPTIONS**

☐ **DON'T SHOW THIS SCREEN AGAIN** ⓘ

For Specialized Services, Indicate Your Personal Characteristics to Check Eligibility ⓘ

- ☐ I am a veteran.
- ☐ I have a verifiable disability.

For Specialized Services, Indicate Your Age to Check Eligibility ⓘ

Age

For Specialized Services, Indicate Any Mobility Accommodations that You Require ⓘ

- ☐ I need a vehicle that has space for a folding wheelchair.
- ☐ I need a vehicle that has space for a motorized wheelchair.
- ☐ I need delivery to the curb in front of my home.
- ☐ I need door-to-door service.

# *Timeline*

