

2023-2025 WSDOT Consolidated Grant Regional Priority Ranking for PSRC Region: Project Sponsor Follow-Up Questions

Sponsor: Hopelink

Project Title: Central Puget Sound One-Call/One-Click

Question #1: Please provide additional details regarding your plan to serve people with limited English proficiency.

Answer #1: The One-Call/One-Click system is designed to serve specialized transportation users who want to discover all options available to them, this of course, includes linguistically diverse communities. This project began through an inclusive planning process where community members emphasized a need for robust translation and transcreation in the development of the tool. Our planning process included engagement with limited English proficient populations, including having continuous interpretation at our World Café Forums in Bellevue and hosting in-language focus groups. As such, we have embedded language translation into the foundations of software development. Language accessibility is a central piece of our user testing plan. Our web-based tool will be translated into multiple languages using Google Translate with the ability to override translations manually to provide more transcreated content. Our inclusive planning process also developed a program called Community Transportation Navigators, where our peer navigators educate and empower their community with transportation resources and information. Our current pilot cohort, which serves the Filipino community, plans to serve as beta testers in the One-Call/One-Click development, and subsequently will use this tool to help their community access transportation services. We also plan to conduct significant outreach with community groups, including immigrant and refugee organizations, so they are empowered to use the tool when navigating transportation resources for their clients.

Hopelink has a Title VI plan which includes an LEP plan, and we follow all federal and state requirements to ensure LEP populations are served in both the planning and delivery of programs.
