FIND A RIDE

Central Puget Sound's Multimodal Trip Planner and Referral System
for King, Pierce and Snohomish Counties

PSRC: Special Needs Transportation Committee

September 20, 2023

hopelink   Mobility for All   King County MOBILITYCOALITION

Find a Ride

A One-Call/One Click System
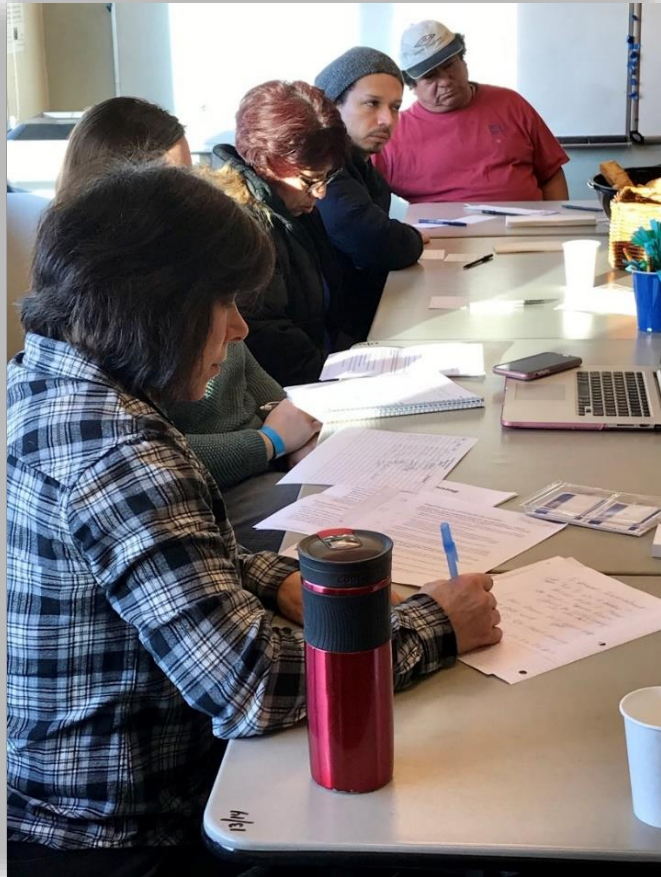
User Testing & Accessibility Improvements

What's Next?

Mobility for All

Led with Inclusive Planning

Learn more at https://www.kcmobility.org/kcmc-inclusive-planning-grant

Central Puget Sound's One-Call/One-Click

How?

Transit Planning 4 All Grant (2018-2020)

Evaluated "how do older adults, people with disabilities, and caregivers find and secure transportation?"

Who led?

Regional focus - King County led, with Snohomish and Pierce partners

Similar systems?

Unique user cases such as emergency management and healthcare

Funding?

Phase 1 funds by Washington State Department of Transportation's Consolidated Grant. Match support from Hopelink, King County Metro, Sound Transit, and Aging and Disability Services

Mobility for All

Governance Structure

Mobility for All

Hopelink

King County Mobility Coalition

Advisory Committee

Technical Advisors

Ad Hoc Community

One-Call/One-Click Roadmap

1. **Service Discovery & Trip Planning**

2. **Rider Profiles**

3. **Intake, Eligibility Determination, & Enrollment Verification**

4. **Integration with AccessMap**

5. **Trip Brokering**

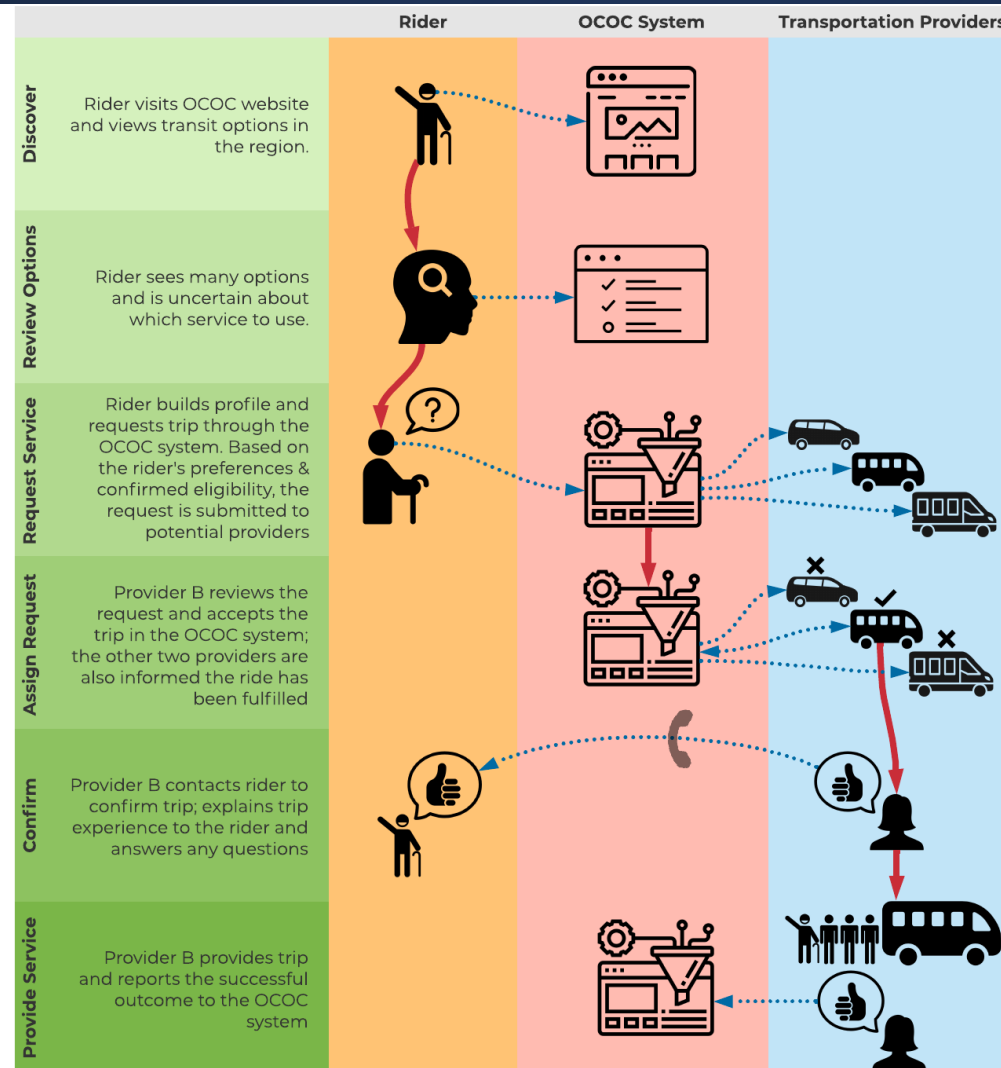6. **Payment and Billing**

Learn more:

https://www.kcmobility.org/ococ

Mobility for All

Current Timeline

Development
Fall 2022
& Spring 2023

Production Site
March 2023

User Testing + Accessibility
Spring & Summer 2023

Community Engagement & Remediation
Fall 2023

Trip Planner "soft launch"
Late Fall 2023

Data Creation, Validation, and Maintenance
Continuous

Mobility for All

9/11/2023

Ride Referral Coordination Success

Question and Answer

Trip Search

Plan a Trip

🌐 ENGLISH ☰

Your Starting Location (begin typing and then choose from the drop-down menu) ✕

Your Destination (begin typing and then choose from the drop-down menu) ✕
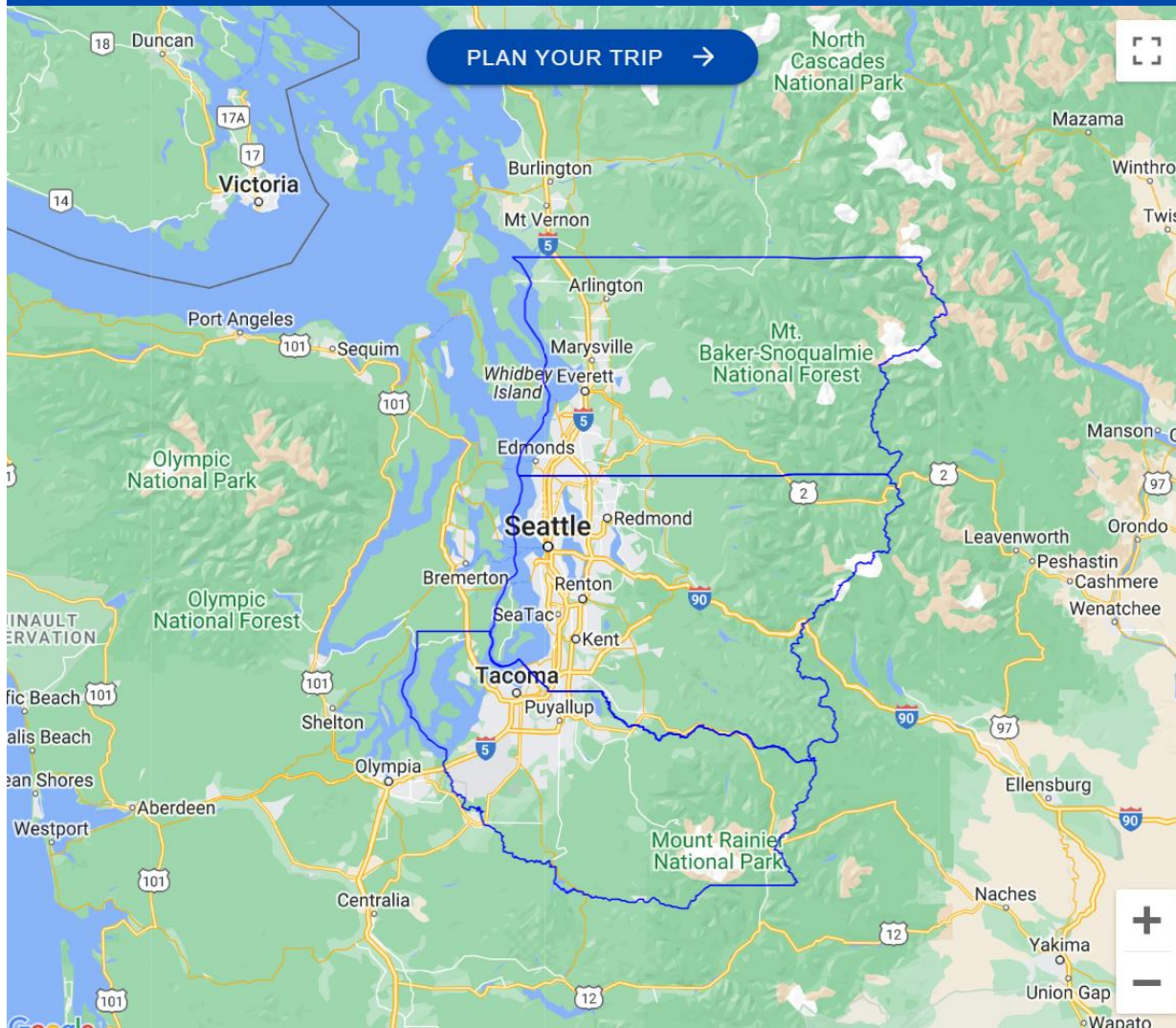
Depart at ▼

9/11/2023 📅

02 : 54 PM ▾ 🕐

PLAN YOUR TRIP →

Mobility for All

Travel Profile

FIND A RIDE

FIND MATCHING TRAVEL OPTIONS

☐ Don't Show this Screen Again ⓘ

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

☑ I have a disability.

☑ I have Medicaid/Apple Health.

☐ I have limited/low income.

☐ I am a veteran.

☐ I am ADA paratransit eligible.

For Specialized Services, Indicate Your Age to Check Eligibility ⓘ

Age	66

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

☐ I need room for a folding wheelchair.

☐ I need room for a motorized wheelchair.

☐ I need assistance from the driver.

☐ I need delivery to the curb in front of my home.

☐ I need door-to-door service.

☑ I require a vehicle with a wheelchair lift or ramp.

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Options

🔍 3711 196th St SW, Lynnwood, WA 98036 ✕

🔍 Alderwood Mall Parkway ✕

Depart at ▾	9/11/2023	02 : 54 PM ▾

REPLAN YOUR TRIP   **CUSTOMIZE YOUR TRAVEL PROFILE**

Sort by: Specialized Options First ▾

📞🚌 **Zip Alderwood Shuttle**   LOGO

Zip Alderwood Shuttle

Plan ahead for this trip.   Note: Download the "GOIN' - Rides for All" app to request the Zip Alderwood Shuttle

4 min Specialized Transportation (Trip duration may vary)

CHOOSE THIS TRIP

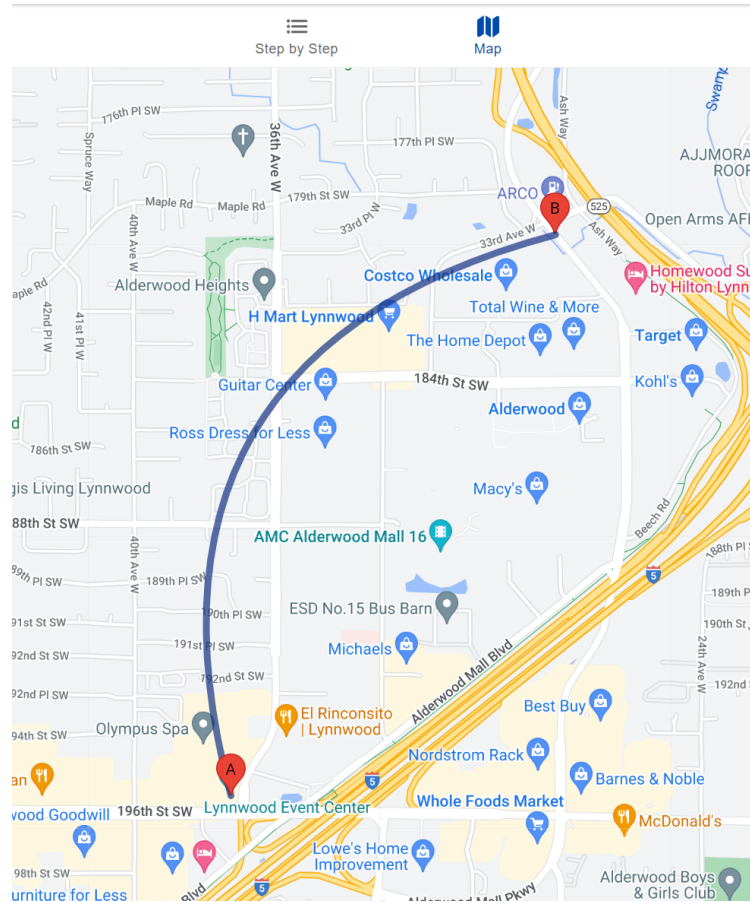📞🚌 **Hopelink (NEMT)**   hopelink

Medicaid Transportation

Plan ahead for this trip.   Note: For Medicaid-billable services (contact insurance to confirm), Rides must be requested 2 business days prior to the date of transportation

Mobility for All

Trip Maps & Step-by-Step

Question and Answer

User Testing

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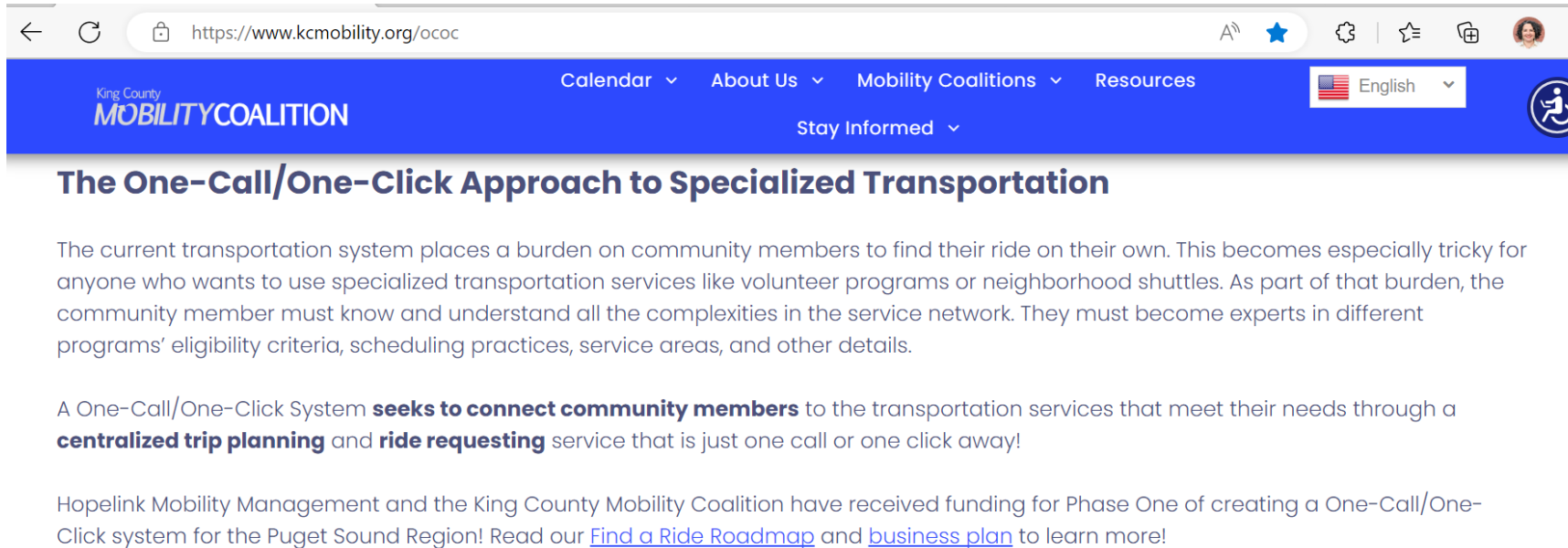
Question and Answer

Follow our progress!

https://www.kcmobility.org/ococ

King County
MOBILITYCOALITION

Calendar   About Us   Mobility Coalitions   Resources

Stay Informed

English

The One-Call/One-Click Approach to Specialized Transportation

The current transportation system places a burden on community members to find their ride on their own. This becomes especially tricky for anyone who wants to use specialized transportation services like volunteer programs or neighborhood shuttles. As part of that burden, the community member must know and understand all the complexities in the service network. They must become experts in different programs' eligibility criteria, scheduling practices, service areas, and other details.

A One-Call/One-Click System **seeks to connect community members** to the transportation services that meet their needs through a **centralized trip planning** and **ride requesting** service that is just one call or one click away!

Hopelink Mobility Management and the King County Mobility Coalition have received funding for Phase One of creating a One-Call/One-Click system for the Puget Sound Region! Read our Find a Ride Roadmap and business plan to learn more!

Phase 1 Key Project Milestones

1. Inclusive Planning / Community Engagement (2018 –2021)
2. Software Request for Proposal (2022)
3. Software Development (2022-2023) detailed in timeline below
4. Community Engagement and User Testing (early 2023) detailed

In the News!

The Central Puget Sound One-Call/One-Click project represents tremendous progress for both the specialized transportation and transit technology sectors. Read more about the impact our work is making in these recent articles

Mobility for All

Fall 2023

Every Ride Counts Campaign

Accessibility Remediations

Language Accessibility

Community Engagement

One-Call Taskforce

Mobility for All

2023-2024 Fiscal Year Priorities (DRAFT)

Q1
User Testing Remediation

Accessibility Audit #2 Remediation

Data Quality Processes

Initial Marketing

Q2
One-Call Taskforce

Language Accessibility Improvements and Testing

Crowd-Testing & Outreach Events

Soft Launch Tasks Complete

Q3
One-Call Taskforce Report

Crowd-Testing Report

Satisfaction Survey Complete

Community Marketing Launch

Phase 2 Scoping

Q4
Phase 2 Report and Build Requests

Annual Data Quality Audit

Fiscal Year End Report

Find a Ride is live for the general public and reports an 80% positive feedback from coalition partners

ONE-CALL
One-Call is operational and integrated with Find a Ride.

COMMUNITY EDUCATION
Find a Ride is being marketed in the community, with about five presentations/trainings per quarter.

DATA QUALITY
50+ Transportation services integrated into the platform, with data hygiene procedures in place.
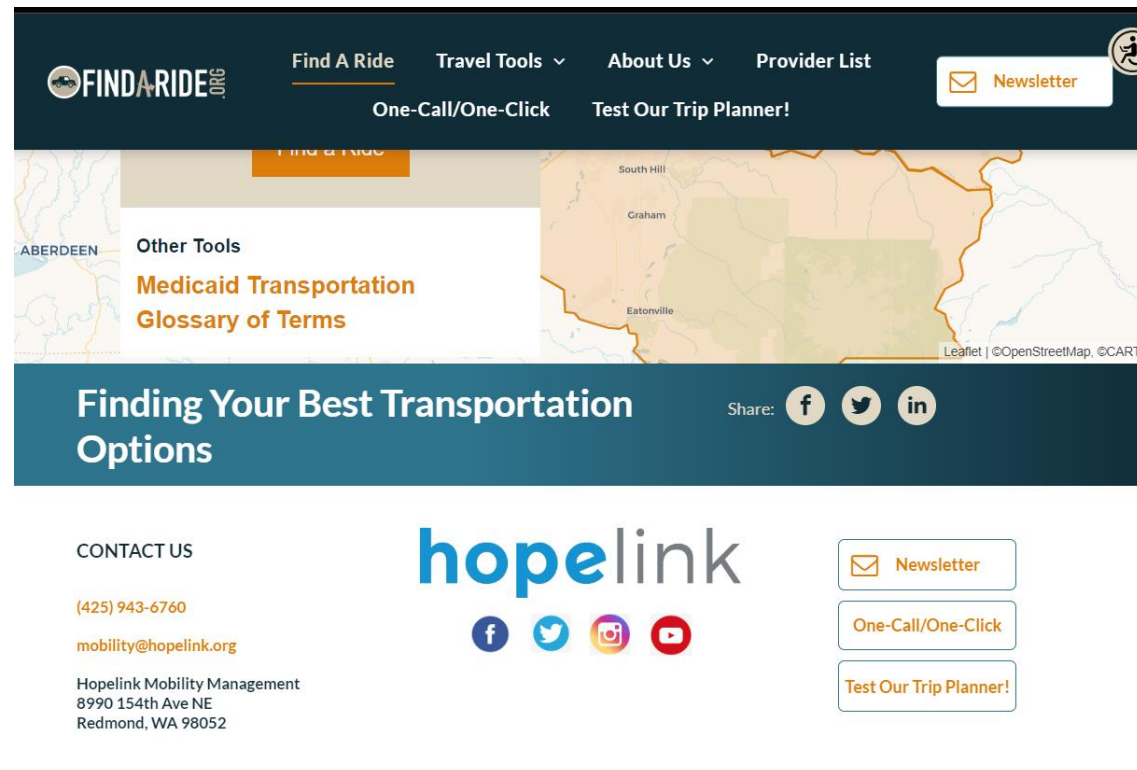
Invitation to SNTC to test Find a Ride

Please do not share the form as it contains a link to the test site for Find a Ride.

Mobility for All

Recruit crowd-testers!

Community members may sign-up to be a user tester on our existing FindARide.org website

Thank You!

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