

One-Call/One-Click

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



*WSDOT TDM Technical Committee
October 19th, 2021*

The Why

A person who uses a wheelchair needs to find transportation to their job across town.

A low-income family is interested in options to reduce their transportation expenses.

An older adult would like to visit a friend for dinner in a nearby city



The Problem



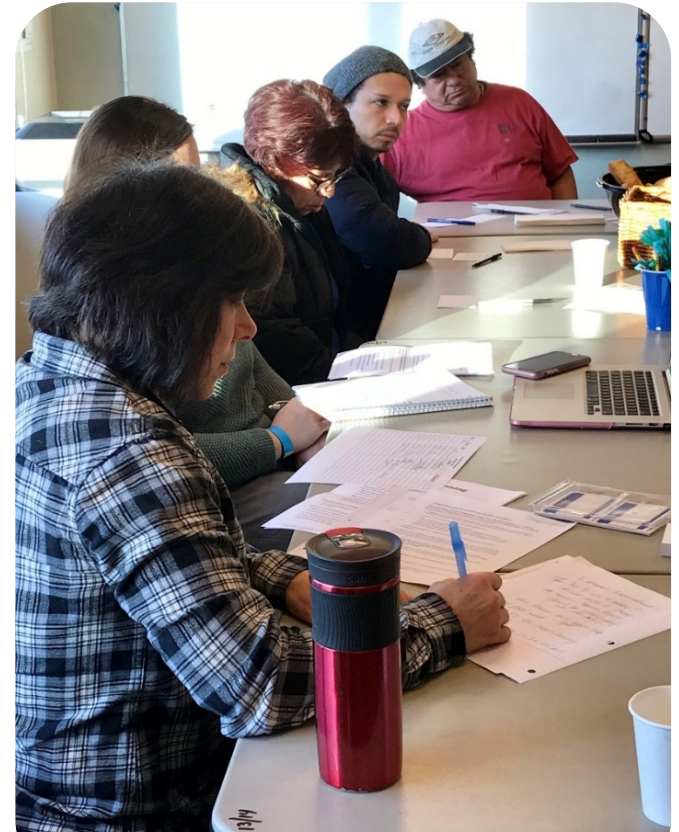
- **Individuals:** Current landscape places the burden on the user to find a ride, navigating nuanced eligibility requirements.
- **Assistors:** Specialized transportation is difficult for users, information & referral specialists, and caregivers to understand.
- **Transportation Providers:** Siloed transportation outreach to customers.
- **Community:** Little optimization of the transportation network to ensure a user

It's Complicated...



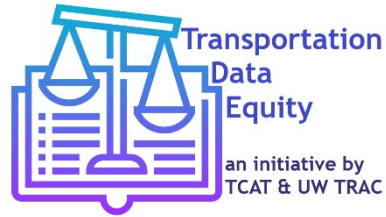
Central Puget Sound's One-Call/One-Click

- Inclusive planning; focused on the user.
- Regional focus - King County led, with Snohomish and Pierce partners.
- Phase 1 funds by Washington State Department of Transportation's Consolidated Grant.
- Match support from Hopelink, King County Mobility Council, Transportation



Coordinating Efforts

Data Standards, Creation, and Maintenance



Customer-Facing Products



Specialized Transportation Life Cycle



Full Path LLC



Proposed One-Call/One-Click Scope

1. Service Discovery
2. Rider Profiles
3. Eligibility Determination
4. Trip Request Fulfillment
5. Rewards & Promotions

More details available in our Business Plan: <https://bit.ly/3okRrQO>



FindARide.org (Current)

Finding Your Best Transportation Options

Share:



Trip Origin

My Location

Snohomish County

North King County

Seattle Area

East King County

Snoqualmie Hopelink Medicaid Transportation



Prescheduled Service



Su, Mo, Tu, We, Th, Fr, Sa **Medicaid Transportation: M-F, 8am-5pm | Urgent Care Transport: 24/7**



Power Chair, Wheelchair, Foldable wheelchair, Door-to-Door Service, Personal Care Attendant, Scooter, Walker, Car Seat



Medicaid Clients Free **for Adults**



[Full Fare Information →](#)

King County: (800) 923-7433



SnoCo: (855) 766 - 7433

TTY: (800) 246-1646


[More Info →](#)









ATL Rides (Atlanta, GA)






Sign in

 GICC/Gateway Center, College Park, G


 Atlanta City Hall, Atlanta, GA, USA







 Today
Depart 5:36 pm




12 ITINERARIES FOUND.









 Best option


Walk to Subway

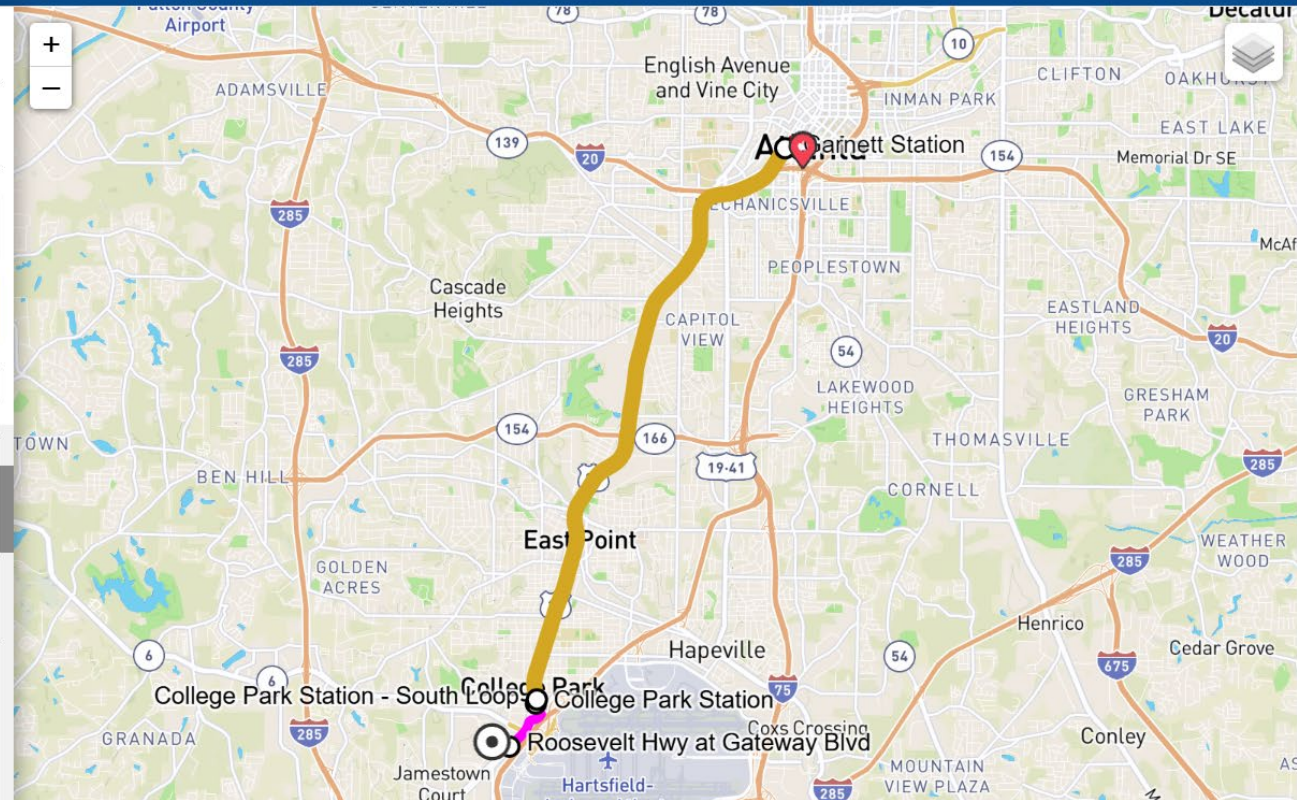


35 min
2:44 pm—3:19 pm
\$0.00
15 min 

Bikeshare to Subway



34 min
2:44 pm—3:19 pm
\$0.00
14 min 



Impact on TDM

- Data standardization will reveal new mobility services on popular trip planning applications.
- Individualized transportation services and programs in one place.
- Support enrollment for reduced fare programs and eventually incentives.
- Advocacy based on trips unfilled or unsatisfied.

Next Steps

1. Continue garnering feedback from community (end users, assistors, and transportation providers)
2. Secure software vendor by January
3. Data collection in Winter/Spring 2022
4. Begin user testing in Summer 2022
5. Close out of Phase 1 by June 2023

Thank you!

Questions?

Staci Sahoo

Director, Mobility Management

SSahoo@hopelink.org

(425) 625-6856

www.kcmobility.org



King County
MOBILITYCOALITION

hopelink